91-05382/

GOVERNMENT OF NEWFOUNDLAND AND LABRADOR

ANNUAL REPORT

OF THE

DEPARTMENT OF SOCIAL SERVICES

FOR THE

FISCAL YEAR — APRIL 1, 1988-MARCH 31, 1989

Published under the Authority of
the Honourable John Efford
Minister of Social Services

GOVERNMENT OF NEWFOUNDLAND AND LABRADOR
DEPARTMENT OF SOCIAL SERVICES
P. O. BOX 4750

Office of
The Minister

ST. JOHN'S
A1C 5T7

Honourable James A. McGrath, P.C., LL.D.,
Lieutenant Governor,
Government House,
St. John's, Newfoundland.

Your Honour:

I have the pleasure of submitting herewith the Annual Report of the Department of Social Services for the financial year ending March 31, 1989.

Respectfully submitted,

R. JOHN EFFORD,
Minister

Attach.

GOVERNMENT OF NEWFOUNDLAND AND LABRADOR

DEPARTMENT OF SOCIAL SERVICES

Office of the
Deputy Minister

ST. JOHN'S

Honourable R. John Efford,
Minister of Social Services,

Dear Sir:

I have the honour of submitting herewith the Annual Report of the Department of Social Services for the financial year ending March 31, 1989.

Respectfully submitted,

Elizabeth Marshall

Elizabeth Marshall, C.A.,
Deputy Minister

Attach.

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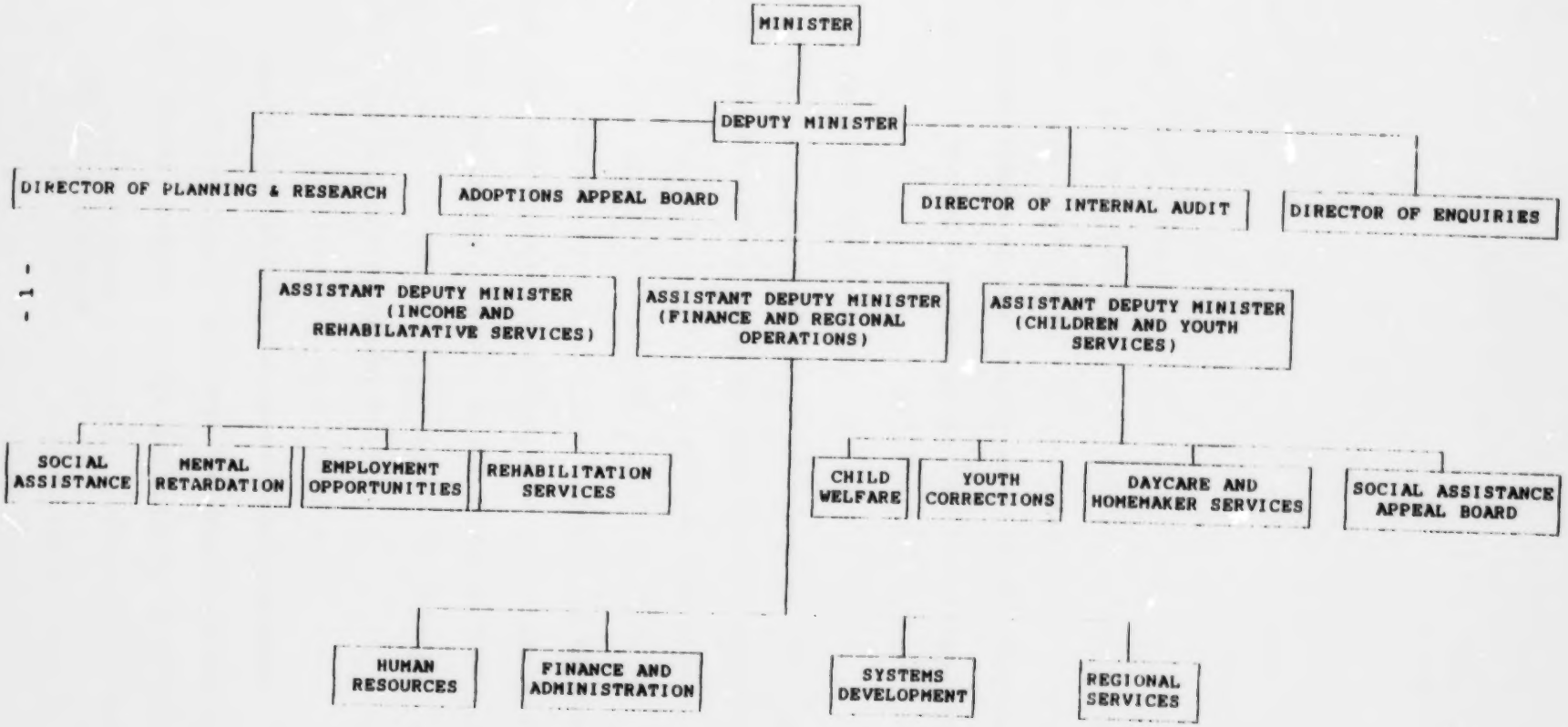
ORGANIZATIONAL CHART OF THE
NEWFOUNDLAND & LABRADOR DEPARTMENT OF SOCIAL SERVICES



INTRODUCTION

This is the sixth Annual Report of the Department of Social Services to be published since 1975. For the intervening years, compilations of statistics and information have been completed.

The Annual Report has a twofold purpose:

1) To account to Government and the general public for the activities of the Department during the year with emphasis on program changes and the underlying reasons for them, and

2) To provide a permanent record of the year's work for future research and teaching purposes aimed at improved services to persons in need.

The Department of Social Services is a province-wide organization with five Regional and fifty-two District Offices throughout the Province. The Department is involved in providing a broad spectrum of Social Services to people in their own communities and in their own homes.

The Department of Social Services is responsible for administering the following legislation:

The Social Assistance Act, 1977

The Social Assistance Regulations, 1984

The Child Welfare Act, Chapter 37 of RSN, 1972

The Child Welfare Regulations, 1981

The Adoption of Children Act, Chapter 36 of RSN, 1972

The Adoption of Children Regulations, 1981

The Children of Unmarried Parents Act, Chapter 33 of RSN, 1972

The Children of Unmarried Parents Regulations, 1966

The Day Care and Homemaker Services Act, 1975

The Day Care and Homemaker Services Regulations, 1982

The Young Persons Offences Act, 1984

The Government Reorganization Act, 1973

The Rehabilitation Act, 1978

The Social Workers Registration Act, 1979

The Department of Social Services Act, 1973

The Department is composed of the following main divisions:

1) Social Assistance
2) Employment Opportunities
3) Mental Retardation Services
4) Rehabilitation Services
5) Regional Operations
6) Human Resources
7) Finance
8) Child Welfare
9) Youth Corrections
10) Day Care and Homemaker Services
11) Internal Audit
12) Planning and Research
13) Enquiries

SIGNIFICANT HIGHLIGHTS

Significant Highlights which occurred during the year in the Department's Branches were as follows:

INCOME AND REHABILITATIVE SERVICES BRANCH

- The staff complement of the Social Assistance Program was decreased from twenty-one to nineteen positions and the two staff positions were transferred to the St. John's Region.

- The position of Provincial Coordinator in the Employment Opportunities Division was transferred to the St. John's Region and reclassified as a supervisory position.

- The Rehabilitation and Mental Retardation Services Divisions were integrated late in the fiscal year.

FINANCE AND REGIONAL OPERATIONS BRANCH

- Approval to establish a centralized Child Protection Unit in St. John's.

- Approval of 30 new positions to improve program delivery.

- Approval to proceed with the development of an Integrated Electronic Data Processing System for the Department.

- Establishment of a Human Resources Division.

- Restructuring of the Administration Division.

- Significant expansion to the regional computer terminal network.

- Implementation of a decentralized program Expenditure Monitoring System.

- Significant improvements in the Management and administration of Regional Operations including:

    - delegation of authority to Regions of several staffing functions;
    - establishment of furniture budgets;
    - regional accountability for salary expenditure control

- The reporting structure for Regional Operations was streamlined in that the Regional Directors now report directly to the Assistant Deputy Minister of Finance and Regional Operations.

CHILDREN AND YOUTH SERVICES BRANCH

- Nineteen new Day Care Centres were licensed during the year.

- Sixteen hundred eligible families were assisted through the Day Care Subsidy Program.

- Four hundred and sixteen families were served by the Homemaker Services Program.

- The Division of Youth Corrections was temporarily subdivided into the components of Community Corrections and Secure Custody and Remand Services.

- The duties and responsibilities of Youth Corrections Regional Coordinators were expanded to encompass all components of the Youth Corrections Program.

- Significant structural changes were made in the composition of the Young Offenders Custody Review Board with all members, including the chairperson, being reimbursed for sitting and preparation days for the business of the Board.

- Design work was completed for the construction of a new ninety bed Provincial Secure Custody facility and site preparation commenced.

- Operations for the St. John's Youth Centre were moved to Building 43, Torbay Airport, after considerable renovation work.

- The Child Welfare Division, in conjunction with an inter-departmental committee, commenced a legislative review process in relation to the Child Welfare Act and the Adoption of Children Act.

- Initial changes which focused on apprehension procedures and medical treatment for children were made to the Child Welfare Act.

- A Foster Parent Liaison Committee consisting of representatives of the Department of Social Services and the Foster Parents Association was established.

- Two training sessions for Child Welfare Staff were conducted during the year.

SOCIAL ASSISTANCE

OBJECTIVES

The responsibility for the provision of financial assistance to persons in need is the responsibility of the provincial government in Newfoundland. The federal government contributes one-half of the cost of assistance payments through the Canada Assistance Plan.

The extent to which the Social Assistance Program is used is related directly to the availability of at least two major resources; namely, employment and social insurance. Because neither of these two resources is sufficient to take care of all our people and, even if they were, many would still be excluded, there would therefore be a need for the Social Assistance Program to take care of the remainder.

Social Assistance is the last line of defense for individuals and families who find themselves in "need" for a variety of reasons. The basic objectives of the program are: (1) To ensure individuals and families are protected from falling below a minimally accepted standard of living through the provision of financial assistance to those in need; (2) to assist certain target groups, such as disabled and elderly persons, with extraordinary expenses which will enable them to remain in their own homes.

UNEMPLOYMENT

The main thrust of the program is to strengthen, preserve and maintain family life. Within the program there are many support services, including counselling services, to enable individuals to achieve independence and self-sufficiency, where possible, and to improve general living conditions for families. In addition, the Department's Community Development Program has become a major resource for Social Assistance recipients in finding employment on various community projects.

REASONS FOR ASSISTANCE

The sole determinant of whether individuals or families receive Social Assistance is based on "need" as determined by a needs test. However, there are numerous reasons which cause people to apply for Social Assistance. Basically, when grouped together, they fall into two categories - reasons because of unemployment and reasons other than unemployment.

REASONS BECAUSE OF UNEMPLOYMENT

The unemployed and underemployed have to seek assistance when no alternative source of income maintenance is available and when the income source is inadequate to maintain families. Lack of education and work skills are perhaps the most significant factors which negate employment opportunities among the able-bodied.

REASONS OTHER THAN UNEMPLOYMENT

Within this category there are a variety of reasons why people apply for assistance. There are the physically, mentally and socially disabled whose disabilities could be of a temporary or permanent nature. Single parents, because of separation, desertion or divorce, often seek assistance in the absence of the financial provider when maintenance payments are not sufficient to maintain the family. Unmarried mothers and widows also are attached to this group and have the same problems. Others apply for assistance because of age, because they are attending educational institutions, or because the spouse is in a hospital or penal institution. Whatever the reason, able-bodied recipients in particular suffer from public disapproval that affects self-esteem,thus undermining the will and capacity for self-help. The Community Development Program, which provides employment for recipients, has helped to make the methods of providing Social Assistance more acceptable to the recipient and to the general public.

RESPONSIBILITIES OF THE DIVISION

The Division, through the Director, is responsible for the planning, evaluation, organizing and direction of the Social Assistance Program. These functions require close liaison with Regional Directors in identifying necessary changes and modifications to the program. A close liaison is necessary with field staff, headquarters staff, other provincial government departments, federal departments, private agencies, and the general public. Other tasks involve the preparation of annual estimates for budget purposes for the Social Assistance program, assessing program legislation and policy and recommending amendments and new legislation, writing program policy and writing the annual report on the Social Assistance Program.

HOW SOCIAL ASSISTANCE IS PAID

Social Assistance payments are basically approved and delivered by two separate methods: Computer generated cheques, and by manually prepared cheques through short-term assistance in district offices.

A. Computer Generated Cheques

This payment system is designed primarily for long-term recipients of Social Assistance whose reasons for assistance are other than unemployment. However, during recent years, increased efforts were made to maximize the benefits of the computer by paying people in other categories, particularly able-bodied cases, who are expected to be in receipt of assistance for three months or longer. These cases are referred to as Short- Long-Term cases and, unlike long-term cases which are reviewed once yearly, these are reviewed every four months and more frequently when deemed necessary. The payments from the computer method of payment are made by cheque, twice monthly, directly to the recipient from Confederation Building. As of March 31, 1989, there are 12,162 cases paid through the computer system.

B. Manually Prepared Cheques

Manually prepared cheques are known as short-term assistance payments. This type of assistance is paid primarily to able-bodied recipients and those recipients in other categories who are likely to be in receipt of Social Assistance for a short period of time. These cheques are prepared by Social Workers and Social Assistance Workers and usually cover a thirty-day period; nowever, payments can cover shorter periods depending on the circumstances involved. Payments can also be made by voucher when it is determined that the recipient is not capable of using the assistance for the intended purpose. In certain cases, payments can be made to a trustee.

POLICY AND RATE CHANGES DURING THE YEAR UNDER REVIEW

1. Effective November 1, 1988, the Newfoundland and Labrador Housing Corporation increased its yearly heat subsidy to cover 100% of the cost of heat for tenants during the period from November to May inclusive. This subsidization made recipients of Social Assistance better able to cope with the high cost of home heating.

2. During January, 1989, a policy amendment provided for a 15 day overlap of Social Assistance payments for those persons applying for Canada Pension Benefits. The change provided the means for applicants for C.P.P. to better able to cope during the month in which they are awaiting their first regular cheque.

3. Effective January 1, 1989, all Canada Pension Plan Benefits increased by 4%. The increase in allowances in this program has the effect of reducing the amounts of Social Assistance payable to Canada Pension Recipients who receive supplementary Social Assistance.

4. The decentralization of the Social Assistance Computer System continued during the year under review and, as of March 31, 1989, twenty District Offices and four Regional Offices were operational with computer terminals with "on line" interaction with the main frame at Computer Services. The deployment of computer terminals in these twenty-four sites provides for the administration via computer terminals to 80% of the total Social Assistance Caseload.

5. Social Assistance Divisional staff participated in the development of the necessary procedures for the interface between the new Support Enforcement Agency and the Social Assistance Division to ensure that all single parents, where applicable, secure maintenance and continue to receive same.

6. Effective May 1, 1988, the Government granted a 4% rate increase to recipients with effect from May 1, 1988. This increase was applied to all fixed rates within the program. The following table shows the rate increases granted since 1974 when Government restructured the Social Assistance Program.

TABLE I

1975-01-01	12.7%
1976-04-01	10.0
1977-05-01	6.0
1978-04-01	5.0
1979-06-01	7.0
1980-04-01	10.0
1981-05-01	10.0
1982-05-01	10.0
1983-05-01	6.0
1984-05-01	NIL
1985-05-01	4.0
1986-04-01	4.0
1987-05-01	4.0
1988-05-01	4.0

The following table shows Social Assistance monthly rates which are current for the year under review.

TABLE II

FAMILY SIZE

ADULT	CHILDREN	MONTHLY RATES
1	0	$ 356
1	1	438
1	2	477
1	3	513
1	4	550
1	5	590
1	6	631
1	7	680
1	8	743
1	9+	781
2	0	489
2	1	525
2	2	560
2	3	597
2	4	631
2	5	680
2	6	731
2	7+	781
3	0	572
3	1	612
3	2	646
3	3	680
3	4	731
3	5+	781

Table II cont'd

ADULT	CHILDREN	MONTHLY RATES
4	0	658
4	1	696
4	2	731
4	3+	781

Rates shown in the forgoing table are to cover the cost of food, clothing, personal care items, household maintenance and utilities.

Assistance may also be provided for board and lodging, transportation for medical reasons, repairs to houses, rent, mortgages, special diets, extra fuel for the Labrador Region during winter months, items of special need, housekeeper services, municipal taxes, legal aid, and burials.

PRINCIPLES UNDERLYING THE PROVISION OF SOCIAL ASSISTANCE

1. Relationship between Social Assistance and Minimum Wage - One of the most important principles underlying the Social Assistance program is that a fair and just relationship exists between Social Assistance benefits and income derived from minimum wage.

2. Unified Social Assistance Program - Another important principle on which the Social Assistance program is founded is that of equal treatment for all needy persons regardless of the reason for the need.

3. Incentives - It should profit a person to work. To this end, Government has extended its Social Assistance Incentives program that combines wages and Social Assistance benefits, thus enabling recipients to earn because of the extra profit to be gained.

4. Increases - Social Assistance rate increases are indexed as closely as possible to the cost-of-living increases and the minimum wage.

5. Single Persons - Special attention is being paid to single able-bodied persons and childless couples who seek assistance. Before assistance is provided, Social Workers pay particular attention to job opportunities within or outside the province, training and upgrading opportunities, and every other alternative to granting assistance in such cases.

6. Special Services - An integral part of the Social Assistance Program is emphasis on service. Counselling and budgeting services are available to those who need them. Emphasis is placed very heavily on upgrading and retraining through Federal Manpower programs and the Employment Opportunities Division of the Department of Social Services.

7. Program Abuse - Where there is reason to believe that a person may have obtained assistance under false pretenses or has failed to provide the necessities of life and, as a result, assistance has to be provided, prosecution action may be considered.

8. Services to various target groups - The program is especially aware of the needs of the elderly and the disabled who have special needs

that must be fulfilled in order for them to remain in their own homes.

CASELOADS AND COSTS

The table below shows the combined number of one person units and family units, both short-term and long-term recipients, who received Social Assistance, and the cost for the year ended as compared with the previous four years.

TABLE III

NUMBER OF UNITS - BASIC SOCIAL ASSISTANCE

Average Number of Units Each Month

1984-04-01 to 1985-03-31	20,942
1985-04-01 to 1986-03-31	20,951
1986-04-01 to 1987-03-31	21,014
1987-04-01 to 1988-03-31	20,579
1988-04-01 to 1989-03-31	19,631

Expenditure - Basic Social Assistance

1984-04-01 to 1985-03-31	85,500,000
1985-04-01 to 1986-03-31	90,044,000
1986-04-01 to 1987-03-31	101,600,000
1987-04-01 to 1988-03-31	104,300,000
1988-04-01 to 1989-03-31	104,100,000

TABLE IV

SOCIAL ASSISTANCE CASELOAD

	1987-88		1988-89	
	Abled Bodied Cases	Other	Abled Bodied Cases	Other
April	5,399	15,616	4,475	14,578
May	5,198	15,759	4,655	15,035
June	5,093	15,320	4,796	14,937
July	4,997	15,447	4,765	15,185
August	5,275	15,096	4,503	14,429
September	5,341	15,505	5,335	15,113
October	5,729	15,519	5,477	14,550
November	5,475	15,153	5,280	14,557
December	4,992	15,255	4,474	14,132
January	5,149	15,035	5,011	15,549
February	4,874	15,488	4,074	15,031
March	5,018	15,266	4,067	15,574
TOTAL	62,540	184,459	56,912	178,670

During 1988-89, the Social Assistance caseload experienced a monthly average decrease of 948 cases. This decrease was the most pronounced change during this decade. The decrease is attributed to improved economic conditions during 1988. The fishery was a success in a number of areas throughout the province. The Community Development and the Employment Enhancement Programs employed 12,924 recipients which played a significant role in having a direct impact upon the number of persons applying for and receiving Social Assistance. In addition, there were more employment opportunities available in a number of other occupations particularly in the service industry where many recipients find and qualify for employment.

The caseload composition of the types of persons who apply for Social Assistance can be found in **Appendix A**. It is interesting to note that of the total monthly average of 19,631 cases, more than 75% of the caseload is compiled of those persons who receive Social Assistance for reasons other than unemployment; i.e., the disabled and single parents.

The breakdown of the total expenditure for 1988-89 of $104.1 Million is contained in **Appendix B**. More than 81% of the total expenditure provides for basic living allowances for recipients; i.e., Regular Assistance, Rent, Mortgage and Board & Lodging.

The budget allocation for the Social Assistance Program for 1988-89 was $108.7 Million; however, the total expenditure ending March 31, 1989 was $104.1 Million. Throughout the year several steps were taken to make a conscious effort to stay within budget which included:

1. A budget monitoring system being introduced for all District Office Managers to monitor and control expenditures for all Program requirements. The introduction of this system created a climate which required staff to be conscious of all program expenditures.

2. Policies with respect to the provision of housing repairs being reaffirmed and strengthened to limit repairs to emergency repairs only. As a result, the expenditure for 1988-89 decreased to $1.03 Million from $1.72 Million from the previous year.

3. The authority to approve assistance for household furniture and special needs assistance was restricted to Management personnel. The total expenditure for these two requirements for 1988-89 was $2.978 Million as compared to $3.747 Million for the previous year.

4. In addition to the aforementioned, the most significant reason why the program was within budget was the reduction in the caseload by a monthly average of 948 cases.

III EXPENDITURES FOR HOME CARE SERVICES

While total program expenditures were well within budget, there was a significant increase in the expenditures for Home Support Services.

In June of 1985, with Government approval, provisions were made within the Social Assistance program to provide Home Support Services in the form of Homemaker, Attendant and Respite Care Services on an enriched needs test basis to enable disabled individuals to remain in their own homes as long as possible. Since the implementation of this program the numbers of persons and the cost has increased dramatically. The expenditure for 1988-89 was $4,137 Million as compared to $2.602 Million for 1987-88. During March, 1989, 450 persons were served, many on a twenty-four hour per day basis at a monthly cost of $470,000.

OTHER PROVISIONS

Social Assistance legislation also makes provisions for the following:

(a) Additional Social Assistance up to $56 a month to a family or individual in special circumstances such as illness, special educational needs, etc.

(b) Emergency and disaster assistance.

(c) Items of special need such as wheelchairs and other rehabilitative items not supplied through other sources.

(d) Transportation for needy sick persons.

(e) Assistance to stranded persons.

(f) Burial assistance in cases of need to relatives of a deceased person or to an undertaker when a deceased person has no relatives, or when no relatives will accept responsibility.

(g) Additional monthly Fuel Allowance during the period of November to April inclusive to needy families in Labrador. This rate increases each year as the general Social Assistance rate is increased.

(h) A monthly Comforts Allowance to needy persons who are hospitalized. This rate increases each year as the general Social Assistance rate increases.

(i) Board and lodging and clothing and personal care to a person in a home for special care approved for that purpose by the Canada Assistance Plan.

(j) Board and lodging and clothing and personal care to a person boarding with relatives or non-relatives in private homes.

(k) Assistance to handicapped persons who may wish to attend vocational school or university.

(l) Additional assistance up to $81 a month to blind persons including children.

(m) A monthly Mother-Baby Food Allowance is provided to give women in receipt of Social Assistance the means to purchase foods necessary for proper nutrition during pregnancy, and up to one year after the birth of the child.

(n) Assistance to enable the aged and the incapacitated to remain in their own homes.

(o) Appeals against decisions of officials of this Department.

(p) Special diet allowances for diabetics.

(q) Payment of legal aid services.

(r) Payment of municipal taxes.

(s) Special Needs regulations for disabled individuals and families with disabled children.

HOUSING

The primary concern of the Department continues to be the provision of emergency housing for needy persons. This limitation is influenced by the provision of the Canada Assistance Plan Agreement, whereby cost sharing is restricted to limited types of assistance.

Assistance is provided as follows:

1. Rent up to $337 a month for a family living in a rented house or apartment.

2. Payment of mortgage, including interest and principal, up to $337 a month.

3. Materials and labour to repair houses owned by needy persons in receipt of Social Assistance in urgent situations.

4. In extenuating circumstances, houses may be purchased by the Department of Social Services with prior approval of Treasury Board. In these situations, the houses are subsequently purchased from the Department by the Newfoundland and Labrador Housing Corporation who in turn will receive rental payments from this department as long as the occupant has eligibility for assistance.

The following table shows a breakdown of housing assistance provided during the past fiscal year as compared with the previous fiscal year:

TABLE V

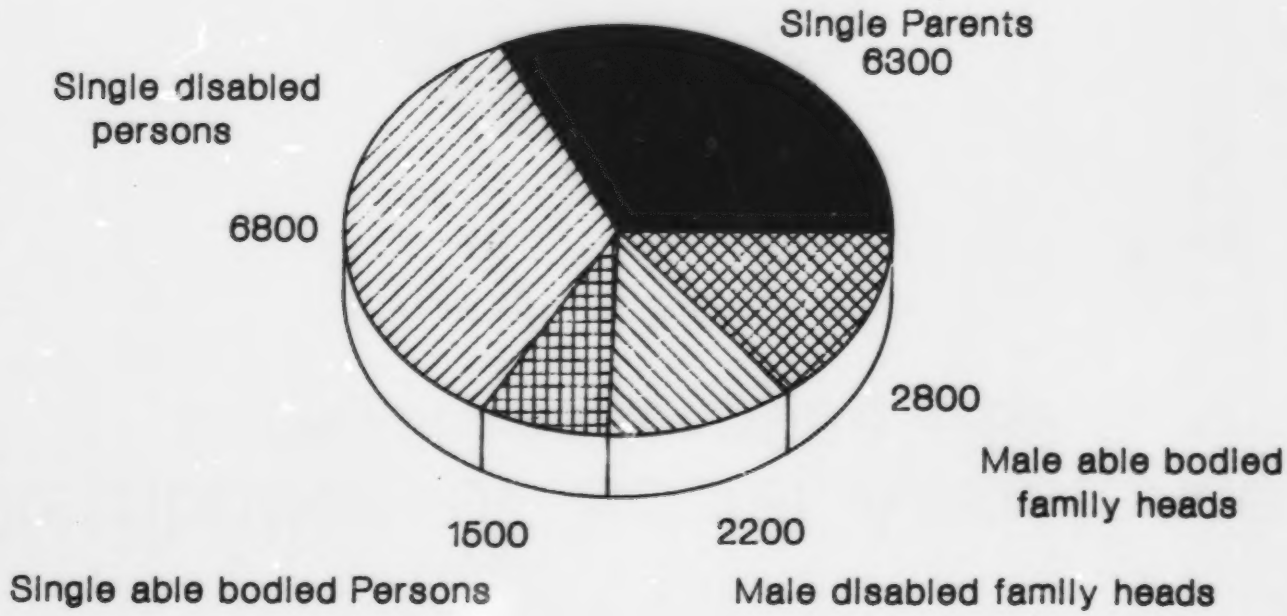
TYPE OF HOUSING ASSISTANCE	COST 1987-88	1988-89
Rent and Mortgage	$ 17,329,691	$17,700,000
Repairs including labour	$ 1,677,695	$ 1,030,000

It should be noted from the preceding table that there was an increase in the rent and mortgage expenditure as compared with the

previous fiscal year. This increase is due to the fact that more and more persons seeking assistance have rent or mortgage needs. There also has been a substantial decrease in the amount of housing assistance from the previous year as intervention was limited to strict emergency situations only and all applicants were referred to the RRAP Program of Newfoundland and Labrador Corporation.

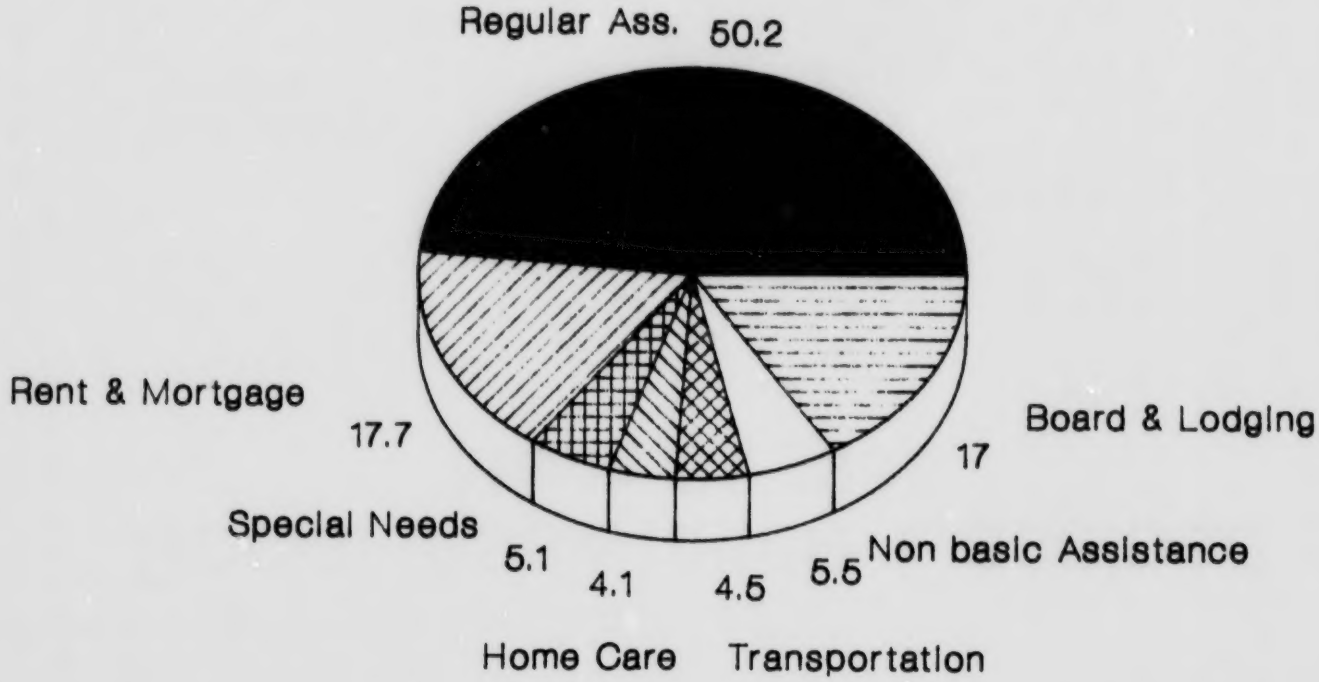
Social Assistance Caseload
March 31, 1989

19,600



Distribution of Social Assistance
Expenditures for 1988 - 89

Total Expenditure $104.1 Million



EMPLOYMENT OPPORTUNITIES

The Employment Opportunities Program was created as a Division of the Department of Social Services in July, 1972. The need for a program to promote and enhance the employability of Social Assistance recipients became evident during the late 1960's in response to a significant increase in the rate of unemployed and a subsequent increase in the need for, and dependency on, Social Assistance throughout the province. It was also recognized that recipients of Social Assistance were ready, willing, and able to work but required job experience and a recent work history to remain competitive in the labour market.

The program was initially established to provide counselling services and job search techniques which would lead to job finding and placement. This was done by mobilizing the services to a selected number of Social Services staff who utilized available resources of the community and the various government departments. Although initial efforts produced favourable results, it became evident that many Social Assistance recipients required a recent work history in order to compete effectively in the job market.

The recognition of the need to provide clients with an actual work experience, which would complement the job counselling and motivational services, led to the creation of a Community Development Program during the 1975-76 fiscal year. The addition of this new program permitted the use of direct funding to pay salary and selected operating costs which offered an opportunity to place clients into actual work situations.

The mandate of the Division is to:

Provide meaningful training and employment opportunities for Social Assistance recipients through the efficient and effective utilization of federal/provincial government training and employment programs, as well as community and departmental resources.

It is felt this mandate will also allow for the development and promotion of beneficial agency and community activities. In line with the primary purpose for the creation of the Division, the following objectives are considered to be attainable:

A. The re-integration of social assistance recipients into the workforce.

B. The improvement of social-economic conditions in depressed areas of the province due to long term unemployment.

C. Cooperation with other government departments (provincial/federal), communities and organizations in combatting the effects of unemployment.

COMMUNITY DEVELOPMENT

The Community Development Program showed a reduction in the number of persons employed from the previous fiscal year. The total expenditure for the fiscal year 1988-89 was $27,469,459, which amount includes carryovers from 1987-88 and the related salary and operating expenses for the 136 support staff (i.e., Financial Assistance Officers, Community

Development Workers and clerical support staff) throughout the province in regional and district offices. A total of 11,634 persons were employed on 1,058 projects. Tables I and II illustrate the project activity on a provincial and regional basis during the fiscal year.

TABLE I
PROVINCIAL

April 1, 1988 - March 31, 1989

	Job Placements	No. of Projects	Expenditures Salaries	Operating
Community Development	7110	631	$ 13,821,061	$ 425,205
Regional Services	1269	156	3,661,664	335,904
Social Assistance	1143	124	2,748,551	193,269
Carryovers from 1987-88	1976	146	3,279,363	190,389
Sub-Total	11498	1057	$ 23,510,639	$ 1,144,767
FAO's, CD Workers, etc.	136	1	2,814,053	
TOTAL	11634	1058	$ 26,324,692	$ 1,144,767

TABLE II - A
REGIONAL

April 1, 1988 - March 31, 1989

ST. JOHN'S REGION	JOB PLACEMENTS	NO. OF PROJECTS	SALARIES EXPENDITURE
Community Development	1,921	205	$ 3,734,213
Regional Services	494	54	1,425,422
Social Assistance	234	29	1,562,695
Carryovers from 1987-88	539	21	937,545
TOTAL	3,188	309	$ 6,659,875

TABLE II - B
REGIONAL

April 1, 1988 - March 31, 1989

EASTERN REGION	JOB PLACEMENTS	NO. OF PROJECTS	SALARIES EXPENDITURE
Community Development	1,836	151	$ 3,568,982
Regional Services	145	21	418,393
Social Assistance	165	23	396,772
Carryovers from 1987-1988	434	31	749,018
TOTAL	2,580	226	$ 5,133,165

TABLE II - C
REGIONAL

April 1, 1988 - March 31, 1989

CENTRAL REGION	JOB PLACEMENTS	NO. OF PROJECTS	SALARIES EXPENDITURE
Community Development	1,718	142	$ 3,339,603
Regional Services	214	26	617,491
Social Assistance	226	25	543,458
Carryovers from 1987-88	463	43	667,798
TOTAL	2,621	236	$ 5,168,350

TABLE II - D
REGIONAL

April 1, 1988 - March 31, 1989

WESTERN REGION	JOB PLACEMENTS	NO. OF PROJECTS	SALARIES EXPENDITURE
Community Development	1,265	87	$ 2,459,021
Regional Services	357	44	1,030,113
Social Assistance	469	38	1,127,795
Carryovers from 1987-88	436	38	717,288
TOTAL	2,527	207	$ 5,334,217

TABLE II - E
REGIONAL

April 1, 1988 - March 31, 1989

LABRADOR	JOB PLACEMENTS	NO. OF PROJECTS	SALARIES EXPENDITURE
Community Development	370	46	$ 719,232
Regional Services	59	11	170,243
Social Assistance	49	9	117,829
Carryovers from 1987-88	104	12	207,714
TOTAL	582	78	$ 1,215,018

EMPLOYMENT ENHANCEMENT PROGRAM

The third and final year of the Canada/Newfoundland Social Assistance Recipient Agreement signed on August 28, 1986 was completed in 1988-89. Although the Agreement provided for an equal contribution of funds, the actual allocation of monies to Federal and Provincial projects was negotiated for each of the three years of the Agreement. This resulted in the province delivering 65% of funds in 1986-87, 56% in 1987-88, and 50% in 1988-89.

The Agreement requires a four-cornered approach with input from two federal departments: Health and Welfare Canada and the Canada Employment and Immigration Commission; and two provincial departments, Social Services and Career Development and Advanced Studies.

Project duration has been from a minimum of sixteen weeks to a maximum of fifty-two weeks with the average length of each project being twenty-six weeks. The combination of training and work experience worked well and a number of participants have gone on to employment or further training. The new Community College system serving the province has been instrumental in designing and delivering a number of training components.

Under the Employment Enhancement Program, efforts have been towards developing projects and training directed towards expected or actual job vacancies in the private sector. These projects seem to achieve the best possible results as participants are aware of the upcoming employment opportunities and make every effort to take advantage of the training offered to ensure they have a chance of getting a regular job.

The cooperation received from Employment and Immigration Canada, and from field staff to senior management personnel has been exceptional. Federal and Provincial agencies have worked as a team to ensure the best possible coordination and program development.

The evaluation presently taking place will provide feedback as to the effectiveness of the program.

Subject to provincial government approval, a one year extension to the existing Social Assistance Recipient Agreement is now possible. The completion of the present evaluation will allow for a redesign of the provincial program for 1989-90, building on the experience gained to date. This will, hopefully, see a strengthened and more successful program.

During the year under review, a total of $7,886,000 was provided for the employment and training of Social Assistance recipients with the province spending $3,925,000. The federal share through Canada Employment and Immigration Commission was $3,961,000. The total number of jobs created through provincial funding was 1,047 and 586 through Canada Employment and Immigration for a grand total of 1,633 jobs.

Table III will illustrate the involvement of both levels of government during the fiscal year.

TABLE III-A

EMPLOYMENT ENHANCEMENT PROGRAM
April 1, 1988 to March 31, 1989

Provincial

REGION	NO. OF PROJECTS	NO. OF JOB PLACEMENTS	SALARIES EXPENDITURE
St. John's	34	423	$ 980,737
Eastern	17	240	847,392
Central	18	408	1,131,287
Western	16	173	490,369
Labrador	9	46	103,235
TOTAL	94	1,290	$ 3,553,020
Total Operating Expenditures 1988-89			371,727
Total Salaries and Operating 1988-89			$ 3,924,747

TABLE III-B

EMPLOYMENT ENHANCEMENT PROGRAM
April 1, 1988 to March 31, 1989

Federal

	NO. OF PROJECTS	NO. OF JOB PLACEMENTS	SALARIES EXPENDITURE
Job Development	47	336	$ 2,274,755
Job Entry/ Re-entry	3	34	215,181
Severely Employment Disadvantaged	9	216	1,470,999
TOTAL	59	586	$ 3,960,935

ADMINISTRATION

The Division's staff, as of March 31, 1989 consisted of five permanent staff including the Director, Assistant Director, Accountant, Payroll Supervisor, and one Clerk-Stenographer. The position of Provincial Coordinator was made redundant with the duties shared by the Director and Assistant Director. Fourteen temporary staff were responsible for the completion of administrative and payroll duties within the Division.

An additional 136 temporary positions ensured the effective delivery of the program throughout the province in the various regional and district offices. Salaries for these positions are provided from the special projects funding of the Division.

The Department's efforts to computerize the operations of the Employment Opportunities Division are well underway and will entail registration and payroll functions in the first phase. An automated registration and caseload identification procedure will greatly impact on the field workers at the District Offices while the computerization of the payroll process will result in major improvements for the Headquarters staff within the Division of Employment Opportunities.

MENTAL RETARDATION SERVICES

The Division of Mental Retardation Services continues to operate with a commitment to develop a responsive community-based service delivery system based on the principles of social role valorization and integration.

The primary goals of the Division for the year were:

(a) To reach objectives which would lead to the closure of Exon House by June 30, 1989.
(b) To further establish and develop Service Planning Mechanisms and Service Options to help ensure individuals receive a high level of community support.

With a total population of ten individuals on March 31, 1989, there is every expectation that the long-awaited closure of Exon House will occur on the projected date. The efforts in the past year to help approach this goal were substantial and reflect a high degree of planning and coordination. Concurrent developments were necessary in building up the community residential options. Six new Group Homes were operational and four new Alternate Living Projects were initiated. Additionally, a number of Special Foster Home placements were made.

The community support base relies on Divisional programs which include the Direct Home Services Program, Community Behavioral Services Program, Residential Alternatives, Respite Care, Financial Supports and Independent Living Services. The following provides a summary of relevant information and data pertinent to these Programs.

DIRECT HOME SERVICES PROGRAM

The Direct Home Services Program provides an in-home based, early intervention parent training program to parents with children having developmental delays. The program, delivered through weekly home visits, provides service to developmentally delayed children from birth to school entry age or until the child has successfully prepared for a more advanced educational program. Any child is eligible for the program when functioning significantly below his age level in any of five developmental areas: Cognition, self-help, motor, language and socialization.

As of April 1, 1988 the provincial caseload for the Direct Home Service Program consisted of 133 families. There were eleven Child Management Specialists in ten offices with ten positions vacant. On March 31, 1989 there were sixteen Child Management Specialists in thirteen offices with five vacancies. At year end the provincial caseload was 171 families.

During the fiscal year 1988-89 the Direct Home Service Program continued to provide service via part-time Child Management Specialists. In the St. John's Region, two such workers were utilized, and one was utilized in Woody Point, Bonne Bay.

In addition, two Early Intervention Workers were utilized to provide support in two Districts of the province. At the close of this fiscal year, there was one such worker providing support to children with developmental delays. These Early Intervention Workers function under the close supervision of a full time Child Management Specialist.

COMMUNITY BEHAVIORAL SERVICES PROGRAM

The primary mandate of this program is to deliver behaviour management services to developmentally delayed individuals and their families. Individually tailored programs are designed so as to train the person, and significant others in the person's life, to gain functional control over maladaptive behaviour which may be threatening the continuance of a day program or residential option.

During 1988-89 the Community Services Program continued to be actively involved with the Residential Alternatives' Program. It is acknowledged that Behaviour Management Specialists provide critical support to group homes and other residential facilities. During the past year, Community Behavioral Services Program personnel contributed significantly to initial and ongoing training of group homes staff and development of individual program plans for residents.

This program is comprised of a Coordinator, and seventeen Behaviour Management Specialists.

As of March 31, 1989 a total of 162 individuals and families were in receipt of active program support from Community Behavioral Services. There were twelve staff positions filled with five vacancies. During the year a total of 297 individuals received service from the Community Behavioral Services Program.

A second component of this program is the Developmental Group Home, which provides twenty-four hour per day behavioral programming and skill teaching to individuals whose present behavioral problems preclude placement in a regular group home or foster home and to those individuals whose behavioral problems are such that continued living at home is in jeopardy. Individuals remain in the Developmental Group Home for a period of twelve to eighteen months in preparation for a move to a less restrictive living option, or a return to their own home.

The home has a maximum capacity for five individuals and staff is comprised of a Coordinator, one Lead Counsellor, and seven full-time Counsellors supplemented by part-time staff.

As of April 1, 1988, the Developmental Group Home was serving four individuals (including one person living in the attached apartment). During the year two residents moved to less restrictive living arrangements, which permitted the admission of one other individual with challenging behavioral needs. Also, one additional resident was admitted to this home during the temporary absence of another resident.

INDEPENDENT LIVING SERVICES

This program is a centre-based service which emphasizes basic self-help and functional living skills development. It was designed specifically for those individuals residing in the community and whose present skill level is such they would not be readily accepted into an already existing day program. The basic mandate of this service is to provide very intensive one-to-one programming (particularly in the area of gross and fine motor development) such that all individuals develop the skills necessary to enter less restrictive pre-vocational/employment settings.

During 1988-89, a total of six students received service through the

Individual Living Skills Program. There were three admissions and three graduations. As of March 31, 1989, there were six participants in attendance with a staff comprised of one Coordinator and six Life Skills Instructors.

While this program is centre-based, much emphasis is placed on a close coordination between the Centre and the home environment. Regular home visits are made and much effort is put into ensuring that the parent/foster parent is aware of the activities which are carried out within the Centre and that these activities are coordinated within the home environment as well.

RESPITE CARE

The Respite Care Program provides both short and long term relief to families who have developmentally delayed sons or daughters living at home.

Short-term Respite (usually an afternoon or evening per week) is delivered by full-time and/or part-time workers. These staff provide assistance to family members in their own homes or help them participate in community activities. During 1988-89, approximately 250 families received support from the Respite Care Program via the provision of short- term respite.

Long-term Residential Respite is available on a limited basis in various residential respite homes throughout the province. These homes are licensed to accommodate up to two individuals to a maximum of four weeks. During 1988-89 a total of ninty-seven families received long-term respite, some of which was provided in other residential options such as group homes, and/or Developmental Maximization Units.

As of March 31, 1989, the staffing complement of the Respite Care Program consisted of twenty-two full time staff, two half-time positions, as well as five districts being serviced through a fee for service arrangement administered by a community agency. At the end of 1988-89 there were five positions vacant. All positions within the Respite Care Program are filled on a temporary basis.

EXON HOUSE

Exon House is a residential facility which provides care and accommodation to young adults with identifiable developmental delays. This facility has been in active phaseout since 1982-83, and has witnessed its population reduce from a high of approximately 130 residents to its current population of ten persons. As alternate residential options become available within the community through the development of group homes and foster homes, the resident population will continue to decline and meet the projected closure date of June 30, 1989.

As of April 1, 1988, there were a total of thirty residents in permanent care.

A total of twenty discharges occurred during the fiscal year and they are as follows: fifteen individuals to group home care, four individuals to foster care and one to the Developmental Maximization Unit.

Thus, as of March 31, 1989, there were a total of ten residents in permanent care.

RESIDENTIAL ALTERNATIVES

This program area provides various types of living options to many persons living with a developmental delay who need to be supported in their daily living. It is broken down into a number of sub-areas: Developmental Maximization Units, Cooperative Apartments, etc., foster placements and group homes.

In this fiscal year, considerable attention was given to ensuring that an adequate transition occurred for residents moving from Exon House. This required major developments in the Residential Alternatives and streamlining of the service delivery system. Extensive efforts were made to assist in the budget monitoring process. In the recruitment of Special Foster Homes, significant gains were made to establish this mode of residential care. Operations were disrupted with a labour dispute, but a major Collective Agreement was signed with the unions representing staff of group homes and cooperative living arrangements.

Developmental Maximization Units

The Developmental Maximization Units provide accommodations to medically fragile, multi-handicapped individuals. Due to the stimulating environment, reduced resident numbers, and trained staff, these units are better able to afford each resident a developmental program based on his or her specific developmental needs.

As of April 1, 1988, there were two units in operation, at Springdale and Old Perlican, providing accommodations to five and six individuals respectively. As of March 31, 1989, there were eight individuals residing in Old Perlican and five individuals residing in Springdale.

Cooperative Apartments

As of April 1, 1988, there were ten Cooperative Apartments in operation with a total resident population of seventeen persons. Each apartment serves as a home for one to three developmentally delayed adults and is staffed by one Supervisor/Counsellor and relief staff.

The individuals in these apartments require a much less restrictive living option than that provided by a group home but still need daily supervision and instruction in more advanced daily living skills. All individuals who reside in these apartments attend a full day program (either vocational or employment) five days a week. As of March 31, 1989, there were seventeen young adults living in fourteen Cooperative Apartments.

Group Homes

During 1988-89, three new group homes became operational in Lewisporte, Mount Pearl and St. Anthony and, as of March 31, 1989, there were a total of twenty-four such homes with a corresponding resident population of eighty-six.

In 1988-89 a total of twenty-two new admissions were made within the group home program. As well, fourteen residents were discharged to less restrictive living arrangements such as foster care or Cooperative Apartments.

With the exception of the planned establishment of another group home in Clarenville, the current status reflects the extent of development in the group home program, as it pertains to the depopulation of Exon House. The Group Home Program has served as a satisfactory vehicle in the deinstitutionalization process but it is not viewed as a long term residential option for persons with a developmental delay.

It is expected that greater emphasis will be placed in the development of Alternate Family Living and other less restrictive living alternatives.

ALTERNATE FAMILY LIVING/FOSTER HOMES

As of March 31, 1989, there were a total of ninteen children in care in thirteen special foster homes licensed as Special Foster Homes (Mental Retardation). In addition, there were a significant number of children with identifiable developmental delays living with families within the foster home program administered through the Division of Child Welfare.

Discussions are still ongoing at year end in order to determine under what Division these homes will be administered.

Adults with developmental delays who are living in family settings (non-relatives) are considered to be in Alternate Living Arrangements. Funding for these arrangements are covered under the Social Assistance (Enriched Needs) Regulations.

The total number of regular/special foster homes and alternate family living homes for adults was seventy-one with 112 residents on March 31, 1988. Since April 1, 1988, there has therefore been an increase of six homes and ten residents.

SPECIAL CHILD WELFARE ALLOWANCE

This program is specifically designed to provide financial assistance to families with developmentally delayed children. Its intent is to offset the costs of those additional services or supports which are required as a result of the specific delay of the child.

During 1988-89, eligibility for assistance through this program continued to be determined via the application of the Enriched Needs Test. Approval authority was vested at the District Office level, up to a maximum of $381 per month. An additional $1,000 per month could be approved by the Regional Director if the situation so warrants. Requests for assistance through this program in situations where no eligibility existed, or where the need exceeded the various approval levels, were forwarded to the Divisional Director for consideration and possible approval.

During the fiscal year, a total expenditure of $688,906 occurred in this program area with approximately 200 families receiving support throughout the year. A total of $84,596 was issued directly from

headquarters to cover such items such as special diets, nursery school fees, etc. In addition, $604,310 was expended from the local office to cover irregular costs such as medical transportation, in-home supports, special equipment, etc.

SOCIAL ASSISTANCE (SPECIAL NEEDS)

This funding source has been used in instances where a family is in receipt of social assistance, or a developmentally delayed adult is entitled to such assistance in his own right. This program area has been used to purchase various forms of support, (such as respite, teacher/companions, special apparatus, etc.). It has also been used to continue to pay special foster home rates on behalf of individuals who are older than 21 years of age. In addition, the special needs Social Assistance Program has been used to support individualalized living arrangements on behalf of young adults.

SUMMARY

The Division of Mental Retardation Services has made significant gains in meeting its prime objectives of establishing a responsive community based service system while diminishing the role of institutional facilities. The population of Exon House at year end was 10 residents, with a clear indication that the projected closure would be on schedule by June 30, 1989. The past year saw major developments in residential alternatives, and overall service delivery was enhanced by the addition of services at the field level through the creation of social work positions and the refilling of frozen positions within the Community Behavioral Services Program.

For the new year, efforts will continue to further establish the community-support system. It is anticipated that this will be enhanced with the completion of a Policy Manual for Mental Retardation Services which started at the end of the fiscal year.

REHABILITATION SERVICES

INTRODUCTION:

The Department of Social Services delivers rehabilitation services to persons with mental and physical disabilities throughout the province. The legal authority for this is an Act Respecting the Rehabilitation of Disabled Persons. The purpose of the Act is to provide the means whereby disabled persons can realize their maximum potential as individuals.

The legislation does not require a financial needs test. The sole criterion for entry into the program is the determination the applicant is a "disabled person". The Provincial Act Respecting the Rehabilitation of Disabled Persons describes a disabled person as "a person who, because of physical or mental impairment, is prevented from taking a proper place in the economic and social life of the Province".

The types of services provided to disabled persons through the auspices of the Rehabilitation Division are determined by a process of evaluation and assessment by a social worker, doctor and/or psychologist, all of whom ensure that the services provided are in line with the needs and wishes of the individual client.

Vocational Services provided under the Act are cost shareable with the Federal Government under the authority of the Vocational Rehabilitation of Disabled Persons Agreement (VRDP).

The mandate of the division is spelled out in the Rehabilitation Act (1978) as amended and in the Vocational Rehabilitation of Disabled Persons Agreement (VRDP). The main areas of program responsibility for the Division of Rehabilitation include:

(i) Rehabilitative Services on behalf of individuals who have mental and/or physical disabilities.

(ii) Pre-Vocational and Employment Programs on behalf of persons who have a developmental delay and are living in the community.

(iii) Administration of the Department's Grants to Private Agencies Program.

PROGRAM DEVELOPMENT (88-89)

A. GENERAL

A decision was made to amalgamate the Division of Rehabilitation Services with the Division of Mental Retardation Services in 1988-89. It is hoped that through this action benefits will be accrued on behalf of all individuals with disabilities living in Newfoundland.

The Division of Rehabilitation has responsibility for Vocational Rehabilitation on behalf of individuals who have a developmental delay. There were program developments noted for this population during 1988-89. In all other areas efforts were directed mainly towards program maintenance with special involvement in individual situations as warranted.

The Division addressed the task of reviewing the Rehabilitation Services Policy Manual during 1988-89, and a new Policy Manual was completed in draft form.

B. PROGRAM AREAS:

1. Vocational Rehabilitative Services

District Office Social Workers provided Vocational Rehabilitation Services to more than 1100 persons with disabilities in 1988-89 (See Table I). The Social Worker assists consumers through Vocational Counselling, disseminating information regarding available support services, and preparing individual information and requests for financial assistance to be presented to the Training Selection Committee for approval in principle. Vocational financial services include the provision of funding for vocational assessments, tools and equipment, costs associated with educational programs (tuition, books, etc.), travel costs, residential costs, etc. Individuals involved in rehabilitative programs are provided with an allowance while in training. Any service or equipment needs which will assist in Vocational Rehabilitation can be considered for funding through the Vocational Rehabilitation Services Program.

There was an increase in the number of persons receiving rehabilitative services in 1988-89. This increase was particularly noted on behalf of consumers who have physical disabilities, developmental delays or multiple disabilities. (See Table I). Expenditures in vocational services continued to increase in 1988-89 as (i) more individuals opted to attend university or private colleges (ii) individuals who have developmental delays were being provided with service in the community and (iii) modern technology provided sophisticated apparatus designed to maximize individual independence and participation in the community.

Draft program guidelines were developed in 1988-89, which are intended for use by the Training Selection Committees. These guidelines have been forwarded to field staff for review prior to finalization. It is hoped that these guidelines will promote program consistency among Regional Training Selection Committees and ensure the most beneficial and cost effective allocation of financial resources.

The need to provide educational opportunities for members of Training Selection Committees was addressed during the year. An in-service event was held which included members of all committees. It was noted that regular educational opportunities for committees need to be established to ensure program continuity and effectiveness.

A Rehabilitation Services Review Committee was established in 1987-88. This committee was comprised of consumers and departmental personnel and was charged with completing a review of the Vocational Rehabilitation Program. The committee report was submitted to the Minister of Social Services and 1988-89 saw the implementation of the following recommendation of this committee:

1. Regional Training Selection Committees to approve courses based on comparable costs.

2. There be grouping of individuals and/or sharing of equipment where

possible to assist in decreasing the overall cost of computers and other equipment.

3. Agencies are to fully utilize alternate funding sources prior to utilization of "Vocational Rehabilitation" dollars.

4. Positive consultation will continue between Government and the Disabled Community through continued meetings of the Rehabilitation Services Review Committee. This group will meet semi-annually.

5. Student loan requirement not be introduced into the Vocational Rehabilitation Program.

Other recommendations included proposed funding for 1988-89, a request to be presented to the Department of Career Development to study programs and costs associated with private colleges, and the establishment of a "Guaranteed Seat Program" in community colleges.

Rehabilitation Services were funded to the level indicated by the Review Committee. The Department of Career Development was not approached concerning the study as it was felt that if Regional Training Selection Committees approved courses based on comparable costs (Recommendation #1 stated on previous page), then such a study may not be necessary. The Review Committee is actively addressing the issue of establishing a Guaranteed Seat Progrm.

(ii) <u>PRE-VOCATIONAL AND EMPLOYMENT PROGRAMS FOR INDIVIDUALS WHO HAVE A DEVELOPMENTAL DELAY.</u>

Vocational and Pre-Vocational Services for individuals who have a developmental delay is a separate program area under Rehabilitation with a Coordinator being responsible for this area.

These programs are offered under four general vocational options which include (a) Skill Development Programs, (b) Pre-Vocational Training Centres, (c) Work Oriented Rehabilitation Centres, and (d) Supported Employment Programs.

(a) <u>Skill Development Programs:</u>

Funding continued for two Skill Development Programs in 1988-89. These programs were established primarily for the purposes of facilitating the acquisition of basic life and social skills by individuals with severe disabilities who are residing in group homes. These programs are intended to be transitory in nature with the long term goal of supported employment on behalf of each participant.

Skill Development Programs are located in Marystown and Gambo. The Marystown program enabled three individuals to be involved in employment situations during 1988-89. Gambo continued to provide service to four individuals through 1988-89. Departmental officials and members of the Gambo Chapter of the Newfoundland Association for Community Living had several discussions aimed at establishing a means to develop supported work opportunities for the consumers of this service, utilizing the existing funding for this program.

(b) Pre-Vocational Training Centres:

Two Pre-Vocational Training Centres received funding from the Division of Rehabilitation during 1988-89. The Perlin Pre-Vocational Training Centre (St. John's) operates under the auspices of the Vera Perlin Society. In addition, the Vera Perlin Society has responsibility for the Career Education and Exploration Program located at the Cabot Institute. The Perlin Pre-Vocational Centre provided assessment and evaluation services, work adjustment (sheltered) training, basic academics, life skills training, and career education to approximately 130 adults in 1988-89.

The Pre-Vocational Assessment and Training Centre, Topsail Road, is directly operated by the Department of Social Services and provides life skills training, work adjustment, community access and basic academic programs to approximately fifty individuals. Since its establishment in 1982, the Centre has relied heavily on funding available through the Division of Employment Opportunities for the provision of Instructor Assistants. In 1988-89 a proposal to address staffing concerns at the Centre was formulated and subsequently approved. The key components of the proposed plan included (i) an integration of the Independent Life Skills Program (operated under the auspices of the Division of Mental Retardation Services) into the Pre-Vocational Assessment and Training Centre under the title of the latter. (ii) the transfer of 19 Instructor Assistant positions from Exon House to the Centre; (iii) recommendations to improve service delivery within the program and (iv) management reorganization to include a Program Co-ordinator and two Program Supervisors.

(c) Work Oriented Rehabilitation Centre

Three Work Oriented Rehabilitation Centres operated throughout 1988-89. These Centres are located in St. John's, Lewisporte and Corner Brook.

The Work Oriented Rehabilitation Centre in St. John's, operated by the Vera Perlin Society, provided service to a total of 107 persons. There were forty-eight individuals working at individual job sites, fifty-one persons worked on projects funded through Federal and Provincial Government Grants and eight persons were registered with this program and attended a program at the Cabot Institute.

The Work Oriented Rehabilitation Centre in Lewisporte operates under the auspices of the Calypso Foundation Board. This program provided centre-based training and employment placements to twelve individuals during the year. The program continued to operate its furniture refinishing plant and continued training in shoe repair. Efforts were on-going to work with Calypso Board with the long term goal of changing the focus of the program from reliance on segregated employment for some persons to establishing integrated supported employment. The Calypso Board submitted a planning document to address the employment needs of the people from Exon House who live in the newly opened Lewisporte Group Home.

The Work Oriented Rehabilitation Centre in Corner Brook operated under the auspices of the Humber Valley Association for Community Living. This Centre successfully placed twenty-seven individuals in employment during the 1988-89 fiscal year. Employment placements were secured

through community businesses and a contract to operate (i) the cafeteria at two local high schools (ii) a canteen during the summer months at the Margaret Bowater Park (iii) the Recycling Centre and (iv) janitorial services at Recplex.

Regular reports were received regarding these programs throughout the year. In addition, representatives from each program met with divisional personnel on two occasions to discuss common issues.

(d) Supported Employment Program

Supported Employment is an innovative, individualized and practical approach to meaningful employment on behalf of persons with developmental disabilities. The Supported Employment Program is based on the belief that adults living with developmental delays can and should work, and should be afforded individualized employment opportunities designed to meet individual needs and support requirements.

Ten Supported Employment Programs were operational during 1988-89. (See Table III). A new program was established in Corner Brook. The Division of Rehabilitation provided personnel funding to nine programs and one program was 100% funded under the Federal Job Development Program.

Supported Employment Programs operate under the auspices of Local Chapters of the Newfoundland Association for Community Living. The program is delivered through the duties and responsibilities of an Employment Placement Coordinator. The Coordinator locates potential employment situations, matches the client to the position, recommends required employment support services, coordinates individual employment services, assists in selection of Job Trainers and provides supervision to Job Trainers.

Seven of the ten Supported Employment Programs operated with one staff position, the Employment Placement Coordinator. The Federal Job Development Program provided funding to three Community Employment Corporations. The Community Employment Corporation in Gander is funded 100% by the Federal Program whereas the Corporations in Stephenville and Port-aux-Basques receive Federal and Provincial funding. Unlike the Supported Employment Program, the Employment Corporations have a Corporation Manager to ensure economic and business development appropriate for persons with developmental disabilities. The Supported Employment Program in Grand Falls and Corner Brook applied for federal funding during the year.

There were a total of 152 individuals working in Supported Employment positions during the year. In addition to those individuals receiving service provided by the established programs, District and Regional staff have assumed responsibility for individual work placements. (See Table III).

Supported Employment is being recognized as appropriate when considering work for persons with developmental delays. Last year many consumers benefited from Supported Employment; however, there were many requests for this service that had to go unanswered because of the limits of financial resources.

This program utilizes Job Trainers to provide individual employment support to service consumers. There was an increase in the number of Job Trainers throughout the year. Several issues pertaining to the position of Job Trainers were identified for policy consideration. As well, Job Trainers petitioned for unionization during the year.

III. GRANTS TO PRIVATE AGENCIES

The Division of Rehabilitation Services administers the Department's Grants to Private Agencies Program. There were twenty-four grants administered in 1988-89. (See Appendix I). These grants assist various volunteer agencies in their efforts to support individuals in need of service. Agencies are involved in one or more of the following functions:

- Advocacy on behalf of individuals who have disabilities
- Provision of Support Services
- Provision of Residential Services

Divisional involvement in this program in 1988-89 was primarily in response to financial difficulties and new program initiative proposals. Those programs which required additional Divisional input included Transition Houses, Goodwill Centre, The Hub, Civic #4 and the Vera Perlin Society.

(a) Transition Houses

Transition Houses provide emergency shelter to women and children who are victims of abuse. Transition Houses are located in St. John's, Corner Brook, Happy Valley and Labrador West. Lobby groups made representation to Government to establish a Transition House in Central Newfoundland.

A Collective Agreement was negotiated for the Transition House in Corner Brook, and the staff at the House in Goose Bay petitioned for unionization. Issues pertaining to unionization of these programs were addressed on an on-going basis. Last year the Transition House in St. John's found it necessary to increase their number of staff. The Department approved funding to cover the costs associated with this increase.

The Transition House in Labrador West is staffed with volunteers. This program has had great difficulty surviving in 1988-89 and will not be able to continue if financial assistance is not provided to hire staff.

(b) Escasoni Civic #4

Escasoni Civic #4 residence is transitory in nature and provides assistance to persons with physical disabilities who require and want transitional residence from hospital or the Leonard Miller Centre to complete independence at home.

Community based services on behalf of persons with disabilities have developed to a level which enables most individuals to return home subsequent to discharge from a medical facility. Therefore, persons who

are now requiring the services offered through Civic #4 have greater physical dependency. The staffing level offered at Civic #4 is insufficient to address the needs of service consumers. The Board of Management for this program has requested consideration be given to increasing the funding provided by the Division to meet the increased staffing costs.

The Division did not fund the Alcohol and Drug Dependency Commission during 1988-89 as responsibility for this program was moved to the Department of Health. Integrated Housing funding was budgeted but remained unused due to property development problems. These dollars were submitted for approval in the next fiscal year. Other notable financial issues identified during 1988-89 involved The Hub, The Goodwill Centre and Vera Industries.

III FUTURE DIRECTION (1989-90)

A. General

Divisional personnel will be actively involved in operationalizing the decision to amalgamate Rehabilitation and Mental Retardation Services and to develop an appropriate title for the new division. This amalgamation will become effective April 23, 1989.

This decision was made late in this fiscal year. Therefore, 1989-90 will be a time to deal positively with issues and concerns from various community agencies and field staff regarding the concept and logistics of having one division to address the concerns of persons with disabilities. Mental Retardation is a larger division and, therefore, much care and attention will be devoted to ensuring that persons with other disabilities are given every consideration within the service delivery system.

The Division will continue to have involvement in all three program areas. Special attention will be given to each area to ensure continued program development.

PROGRAM AREAS

(i) Vocational Rehabilitation Services

During 1989-90 it is hoped that the Training Selection Committee guidelines can be adopted by the Department and put in use throughout the Province. Short and long term strategies for ensuring the provision of regular educational opportunities to members of Training Selection Committees will be formulated in the next fiscal year. Also, the Rehabilitation Services Review Committee will continue to meet for the purpose of following through on those outstanding recommendations from the Vocational Rehabilitation Program report.

(ii) Pre-Vocational and Employment Programs for Individuals who have a developmental delay

The supported Employment concept will continue to be promoted in the next year. The Division will conduct a major review of the program to ensure model coherency and effective allocation of financial resources. Reorganization of the Pre-Vocational Assessment & Training Centre will include provision for viable employment options where this is possible.

(iii) Grants to Private Agencies

The Division will place emphasis on dealing with issues pertaining to Transition Houses throughout 1989-90. A sensible cost effective means to address staffing issues within these programs will be defined and recommended for action. In addition, issues related to unionization will need to be addressed on an on-going basis.

The Escasoni Civic #4 program will receive top priority for reconsideration next year. A review of existing staffing patterns will be completed with a view to identifying cost effective solutions.

The financial issues identified involving The Hub, The Goodwill Centre and the Vera Perlin Society will be given attention.

TABLE I

PROVINCIAL CASELOAD REPORT

Disability	1987/88	1988/89
Physical Disability	358	385
Learning Disability	68	70
Mental Illness	63	60
Developmental Delay	362	451
Addiction	11	18
Psychosocial Disability	32	44
Multiple Disabilities	105	129
TOTAL	999	1157

TABLE II

NUMBER OF INDIVIDUALS IN TRAINING AND EMPLOYMENT

APPROVED TRAINING/ EMPLOYMENT PLACEMENT	TOTALS BY REGION	
REGION	1987/88	1988/89
St. John's	268	211
Eastern	64	65
Central	66	65
Western	82	77
Labrador	12	11
TOTAL	492	429

TABLE III

SUPPORTED EMPLOYMENT PROGRAMS

Program Location	Employment or Funded (VRDP) Placements	Job Trainers
Bay Roberts	7	4
Marystown	19	11
Grand Bank	16	6
Gander	11	9
Grand Falls	17	16
St. Anthony	7	3
Stephenville	35	30
Corner Brook	9	9
Port aux Basques	18	14
Goose Bay	4	1
Sub Total	143	103
Dist/Regional Office Placements		
St. John's	2	2
Holyrood	1	1
Heart's Content	2	2
Placentia	3	2
Wabush	1	1
Subtotal	9	8
Total	152	111

APPENDIX I

GRANTS TO PRIVATE AGENCIES

Rehabilitation Group Homes
Canadian National Institute for the Blind
Canadian Paraplegic Association
Escasoni Group Home
The Hub
Canadian Mental Health Association
Vera Perlin Society
Work Oriented Rehabilitation Centres (3)
Goodwill Centre
Integrated Housing
Family Counselling Services
- United Church of Canada
- Archdiocese of St. John's
- Diocese Synod of Nfld. & Labrador
- Personnel Credit Counselling
- Shea Heights Medical Centre

Transition Houses (4)
Big Brothers Association
Salvation Army Correctional Services
Newfoundland Co-ordinating Council on Deafness

REGIONAL OPERATIONS

Regional Operations is the organizational branch responsible for planning, coordinating and directing the implementation and delivery of all the Department's programs throughout the province.

Incorporated into Regional Operations is responsibility for:

(a) Ensuring that services are provided throughout the province in a manner consistent with the intent of policy and legislation;

(b) Evaluating the effectiveness of services provided and assessing the need for additional services;

(c) Ensuring that services are provided in a manner consistent with the dignity and worth of the individual and with full regard for his rights and needs as a citizen.

(d) Directing field management personnel in terms of ways and means of facilitating service delivery;

(e) Establishing priorities, when necessary, for field offices in attending to program matters; and

(f) Accountability for results.

Regional Operations, as indicated above, is responsible for providing the services of the Department to people in their own communities. This is accomplished through the five Regional offices and the fifty-two District offices which have been established at various centralized locations throughout Newfoundland and Labrador. A Regional Director is located in each of the five regions and he is accountable for the effective management of the region and the provision of services. These five Regional Directors are directly responsible to the Assistant Deputy Minister (Finance & Regional Operations) for all aspects of program implementation and delivery.

STAFF

The total permanent staff complement of the Regional Operations Branch on 1989-03-31 was 494.

Staff - March 31, 1989

Administrative Assistant	1
Regional Director	5
Assistant Regional Director	9
District Managers	52
Social Worker Supervisor	17
Social Work Program Coordinator	17
Regional Psychologist	2
Social Worker	214
Child Management Specialist	21
Behaviour Management Specialist	17
Social Assistance Worker	50
Clerk IV	5
Clerk III	3
Clerk II	3

Clerk I	2
Clerk Stenographer III	2
Clerk Stenographer II	44
Clerk Stenographer I	3
Clerk Typist III	1
Clerk Typist II	17
Clerk Typist I	3
Work Processing Equipment Operator I	2
Homemakers	4
	494

During the year under review, there were forty-four appointments to the field staff and twenty-seven resignations. In addition, thirty members of the field staff received transfers to other district offices or to other departments. There were eleven promotions and five retirements.

Three field staff members were on Educational Leave during the year to complete the requirements for degrees or to obtain additional university credits.

VISITS TO FIELD OFFICES

The Department's regional and district offices were visited during the year by the various Program Directors, the Assistant Deputy Ministers and the Deputy Minister. The visits to field offices have a two-fold purpose of improving communications and monitoring the effectiveness of services provided.

OFFICE ACCOMMODATIONS AND STAFF HOUSING

Office accommodations are provided for the fifty-two district offices and five regional offices by the Department of Works, Services and Transportation. During the past fiscal year, accommodation improvements were made to several offices, both regional and district, through relocation or by renovations and expansion to existing facilities.

The provincial government provided residences on a rental basis to Department staff through the Department of Works, Services and Transportation, the Newfoundland and Labrador Housing Corporation and, in Labrador, through properties leased by the federal government. At 1989-03-31, the number of residences and apartments owned by these sources at various communities throughout the province was fifteen.

STATISTICS

Statistics by region and district follow this report. For a provincial overview of the programs administered by the Department, reference should be made to the program reports.

TABLE I

PROGRAM CASELOADS BY DISTRICT, MARCH 31, 1989
ST. JOHN'S REGION

DISTRICT OFFICE	SHORT TERM ASSIST-ANCE	LONG TERM ASSIST-ANCE	CHILD WELFARE	CORRECT-IONS	EMPLOY-MENT OPPORTUN-ITIES	REHAB-ILITATION	SENIOR CITIZENS	MENTAL RETARDAT-ION	HOME-MAKER SERVICES	DAY CARE CENTRES	TOTAL
St. John's East	328	1,003	412	70	17	183	83	85	7	22	2,210
St. John's Centre	662	1,161	238	112	0	125	68	106	10	16	2,498
St. John's West	511	1,627	653	105	24	229	275	65	14	22	3,525
Bell Island	211	271	106	0	113	1	32	6	0	0	740
Kelligrews	271	442	180	46	108	46	333	62	0	5	1,493
Fermeuse	43	108	40	17	20	1	46	4	0	1	280
Child Abuse Unit	0	0	411	0	0	0	0	0	0	0	411
TOTAL	2,026	4,612	2,040	350	282	585	837	328	31	66	11,157

TABLE II

PROGRAM CASELOADS BY DISTRICT, MARCH 31, 1989
EASTERN REGION

DISTRICT OFFICE	SHORT TERM ASSIST-ANCE	LONG TERM ASSIST-ANCE	CHILD WELFARE	CORRECT-IONS	EMPLOY-MENT OPPORTUN-ITIES	REHAB-ILITATION	SENIOR CITIZENS	MENTAL RETARDAT-ION	HOME-MAKER SERVICES	DAY CARE CENTRES	TOTAL
Arnold's Cove	38	42	34	19	18	8	48	1	0	1	209
Bay L'Argent	86	43	32	0	63	20	15	7	0	0	266
Bay Roberts	251	344	187	52	136	14	98	30	6	1	1,119
Bonavista	272	153	135	33	72	9	90	16	0	0	780
Clarenville	321	144	131	34	100	12	93	30	0	2	867
Grand Bank	102	56	92	14	50	28	26	27	0	1	396
Harbour Grace	324	321	191	43	101	9	70	71	13	2	1,145
Heart's Content	62	98	95	10	50	18	28	23	0	0	384
Marystown	193	255	131	43	149	27	38	23	0	2	861
Placentia	101	103	99	33	116	32	41	13	0	1	539
St. Mary's	57	28	62	6	23	18	44	27	0	0	265
Whitbourne	154	58	85	12	48	5	37	20	0	0	419
TOTAL	1,961	1,645	1,274	299	926	200	628	288	19	10	7,250

TABLE III

PROGRAM CASELOADS BY DISTRICT, MARCH 31, 1989
CENTRAL REGION

DISTRICT OFFICE	SHORT TERM ASSIST-ANCE	LONG TERM ASSIST-ANCE	CHILD WELFARE	CORRECT-IONS	EMPLOY-MENT OPPORTUN-ITIES	REHAB-ILITATION	SENIOR CITIZENS	MENTAL RETARDAT-ION	HOME-MAKER SERVICES	DAY CARE CENTRES	TOTAL
Baie Verte	147	66	94	48	16	3	33	9	0	0	416
Botwood	169	297	85	43	20	3	17	8	8	20	670
Fogo	24	47	26	26	19	3	26	10	0	0	181
Gambo	159	129	63	39	11	6	33	4	16	0	460
Gander	131	322	144	38	75	18	59	36	8	3	834
Glovertown	49	93	52	5	24	1	16	3	5	1	249
Grand Falls	286	414	204	142	136	51	32	56	0	4	1,325
Harbour Breton	57	64	49	0	70	12	45	16	7	0	320
Lewisporte	117	211	88	35	52	18	135	6	16	11	689
Milltown	48	47	60	50	13	6	17	13	0	1	255
Springdale	160	131	236	74	69	6	18	90	1	0	785
Twillingate	125	140	53	14	37	1	50	16	3	0	439
Wesleyville	64	78	54	7	4	5	39	6	0	0	257
TOTAL	1,536	2,039	1,208	521	546	133	520	273	64	40	6,880

TABLE IV

PROGRAM CASELOADS BY DISTRICT, MARCH 31, 1989
WESTERN REGION

DISTRICT OFFICE	SHORT TERM ASSIST-ANCE	LONG TERM ASSIST-ANCE	CHILD WELFARE	CORRECT-IONS	EMPLOY-MENT OPPORTUN-ITIES	REHAB-ILITATION	SENIOR CITIZENS	MENTAL RETARDAT-ION	HOME-MAKER SERVICES	DAY CARE CENTRES	TOTAL
Bonne Bay	54	83	79	59	36	4	75	1	11	1	403
Burgeo	34	41	53	46	38	25	43	6	0	0	286
Channel	191	173	153	123	77	18	107	87	11	0	940
Corner Brook	229	747	351	206	174	69	107	69	40	7	1999
Deer Lake	261	330	117	41	97	5	42	20	0	1	914
Englee	46	19	83	42	13	7	173	22	0	0	405
Flower's Cove	14	27	14	46	2	0	7	3	0	2	115
Piccadilly	212	266	242	59	57	7	91	19	8	5	966
Port Saunders	38	29	48	89	18	1	102	2	0	0	327
St. Anthony	54	57	59	44	30	4	45	50	0	0	343
Stephenville	361	68	214	107	65	15	58	46	15	3	952
Stephenville Crossing	231	347	182	74	39	24	269	25	17	9	1217
TOTAL	1725	2187	1595	936	646	179	1119	350	102	28	8867

TABLE V

PROGRAM CASELOADS BY DISTRICT, MARCH 31, 1989
LABRADOR REGION

DISTRICT OFFICE	SHORT TERM ASSIST-ANCE	LONG TERM ASSIST-ANCE	CHILD WELFARE	CORRECT-IONS	EMPLOY-MENT OPPORTUN-ITIES	REHAB-ILITATION	SENIOR CITIZENS	MENTAL RETARDAT-ION	HOME-MAKER SERVICES	DAY CARE CENTRES	TOTAL
Cartwright	7	10	22	5	2	0	14	0	0	0	60
Davis Inlet	54	1	65	21	12	1	7	0	0	0	161
Forteau	34	20	18	18	16	1	5	10	0	0	122
Happy Valley	127	56	171	41	70	3	78	14	7	3	570
Hopedale	93	8	79	27	30	0	16	4	0	0	257
Mary's Harbour	19	24	33	8	17	0	9	18	0	0	128
Main	72	13	77	55	20	0	4	4	16	1	262
Sheshatshiu	85	3	132	49	34	1	4	3	14	0	325
Wabush	28	26	125	29	34	2	2	14	0	4	264
TOTAL	519	161	722	253	235	8	139	67	37	8	2149

HUMAN RESOURCES

In October, 1988, the Department of Social Services established a Division of Human Resources. In addition to the Departmental Payroll, the Mandate of the Division is to provide consultative services in the areas of Labour Relations, Recruitment and Selection, Performance Review, Staff Development and Training, and General Personnel Issues.

During Fiscal Year 1988-89, the Division has been very active in providing support to the Regions and the various Program divisions in all areas of Human Resources and especially in Staff Development and Training.

The Division's activities are highlighted as follows:

ORIENTATION/IN-SERVICE

November, 1988 - 8 days - 23 Social Workers participated.

- Orientation procedures/guidelines were developed for District Offices.
- Consultation was provided on the development of Regional orientation training.

PERFORMANCE REVIEW

Performance review is co-ordinated through the Division. It is anticipated that a new Review Form for non-management staff will be implemented during the Fall of 1989.

LIBRARY & RESOURCE CENTRE

The Library has now circulated approximately 5000 pieces of educational material, and received considerable use during 1988-89 by outside agencies, such as the R.C.M.P. and other Government Departments.

EDUCATIONAL LEAVE

Nine staff participated in the Department's six week paid educational leave program in 1988.

Four staff were given paid educational leave to complete field practicums of their academic programs.

HUMAN RESOURCE PLANNING COMMITTEE - LABRADOR

This Special Committee was established to address the problem of recruitment of qualified staff in remote areas.

MANAGEMENT TRAINING COMMITTEE

The division continued to co-ordinate the activities of this Committee. An updated Management Training Needs Assessment was developed, and will be used as a basis for management training over the next two to three years.

CLINICAL SUPERVISORY TRAINING

Eighteen managers participated in a four day workshop which focused on social work supervision. Supervisors of these participants took part in the final day of this training.

LABOUR RELATIONS TRAINING

Two internal workshops on handling grievances were held for Regional Directors, Assistant Regional Directors, Institutional Administrators, and Program and Assistant Program Directors.

PERSONNEL MANAGEMENT TRAINING

A total of ninety percent of management staff have either completed or are presently enrolled in this training at the Public Service Commission. All new managers are requested to complete the Performance Review Workshop.

REGIONAL MANAGEMENT TRAINING

Increased emphasis was placed on supporting management training initiatives within the regions.

TRAINING SECURE CUSTODY FACILITY STAFF

A comprehensive Training Needs Assessment Process was completed at Whitbourne Youth Centre and St. John's Youth Centre, and will provide the basis for training over the next two to three years.

CHILD WELFARE TRAINING

The final sessions took place in a series of Child Welfare Workshops. Approximately 180 Child Welfare workers and managers participated in this training.

SOCIAL ASSISTANCE TRAINING

The division coordinated a series of Social Assistance workshops which were to be held in the five Regions by June, 1989.

ATTENDANCE AT EXTERNAL WORKSHOPS AND CONFERENCES

The department sponsored 210 staff to attend external training events.

TRAINING - SOCIAL WORK PROGRAM COORDINATORS

The Division is coordinating staff's participation in a series of management training workshops in conjunction with the Public Service Commission.

STUDENT FIELD PRACTICUM

A special M.S.W. field practicum was supervised within the division, resulting in a Departmental Policy on Spousal Assault.

EXTERNAL COMMITTEES

Representation from the Division:

- Human Resource Management Information System Committee
- Advisory committee on addictions Education and Training
- Field Education Committee - School of Social Work
- Interdepartmental Committee on Staff Development Training
- Training committee - spouse Assault

STAFF DEVELOPMENT - RESIDENTIAL CARE PROGRAM

The Staff Development Position for Group Homes, Assessment Centres, Cooperative Apartments and Developmental Maximization Units has been in place since March 1987.

LEAD/MANAGEMENT STAFF

Forty-eight individuals participated in a three week Management Package which is to be completed in June 1989.

TRAINING EVENTS

- A Human Resource Management Workshop was developed for Boards, Lead staff, and Social Services personnel who support these programs. The workshops were offered on a regional basis.

- A series of six workshops were provided on "Issues in Residential Care" to staff from Youth Corrections and Child Welfare facilities in the St. John's region.

- Reality Therapy Training was initiated for Coach House staff.

- Staff from Youth Corrections, Child Welfare and Rehabilitation participated in a series of six workshops for suicide prevention.

- Nine workshops in crisis intervention were held for staff working in Youth Corrections, Child Welfare and Mental Retardation facilities.

- An "Action Plan Process" and follow-up were completed with the Marystown Board.

- Workshops were held for Lead Staff in all Mental Retardation Homes on Individual Program Planning.

- A training event was held in the central Region on "Behaviour Management and Social Role Valorization".

- Orientation training (10 days) was held for staff of Group Homes opened in St. Anthony, Lewisporte and Mount Pearl.

- A pilot orientation was begun with the new Mount Pearl Board.

- Specialized training in the field of physical disability was provided to the Rehabilitation Group Home (4 workshops).

DEVELOPMENT

- A social Skills Training package for adolescents has been purchased.
- Development work on the Orientation Package for Residential staff is continuing.
- Career Development has agreed to assist in the assessment and development of a community-based, residential care training package.
- Development of a plan to involve the Welfare Institutions Licensing and Inspection Authority in our program was coordinated.
- An Operating Agreement (formalized contract that will be signed with each Board regarding the service they provide) is being developed.
- Liaison with the National Child Care Association has begun.
- A staffing assessment was completed at Coach House.

PAYROLL ADMINISTRATION AND PERSONNEL SECTION

The Payroll and Personnel Section of the Division has played an important role and provided support to the Department in Fiscal year 1988-89 by ensuring all payroll actions have been completed promptly and accurately. The Payroll section was also involved in the Early Retirement Program and provided support and financial information to forty-two eligible employees.

Personnel issues of a priority nature during the fiscal year were recruitment, labour relations, relocation, personal loss, service recognition and all areas dealing with Departmental personnel and benefits.

STAFF

The Division of Human Resources has a staff complement of six permanent staff and one temporary staff and is looking forward to Fiscal Year 1989-90 to meet the demands and priorities of the Department's Programs and Personnel.

EMERGENCY SOCIAL SERVICES

Over the past fiscal year, there were no major disasters in Newfoundland and Labrador that required the provision of Emergency Social Services. A very serious and threatening forest fire near Goose Bay, Labrador, in May 1988, made it necessary for some people to leave their home, but overnight accommodations were fortunately not required.

While no serious emergency arose, there has been continuing activity in the area of training and planning. Social Services' staff throughout the province are involved with municipal officials in the preparation of emergency plans for various municipalities.

The City of St. John's held a mock disaster that simulated a small plane crash at St. John's Memorial Stadium, which was filled to capacity with school children. The St. John's Region assumed responsibility for registration and inquiry, with the aid and assistance of the Canadian Red Cross. The operation went smoothly considering the fact this was the first joint effort between the Canadian Red Cross and Social Services in providing emergency registration and inquiry during a mock disaster.

Members of our field staff in Newfoundland and Labrador continue to participate in the Emergency Services training session in Arnprior, Ontario. During the past fiscal year, 1988-89, twenty candidates were recommended and approved for courses at Arnprior as follows:

St. John's Region	3
Eastern Region	3
Central Region	2
Western Region	2
Labrador Region	3
Pleasantville Youth Centre	2
Whitbourne Youth Centre	1
Exon House	2
Canadian Red Cross Society	2
	20

These courses at Arnprior are extremely beneficial in preparing our staff to appropriately respond to emergency situations.

Emergency Social Services was also represented at two meetings that were held in August, 1988, regarding the possible re-entry over Canada of parts of the nuclear-powered Soviet Satellite Cosmos 1900. One meeting was called by Emergency Preparedness Canada and the other by the Newfoundland Emergency Measures Organization. There has been no further involvement.

FINANCE

As a result of departmental reorganization, the Administration Division is in the process of being restructured and its name has now been changed to the Finance Division. The division will be headed by a Director of Finance and additional responsibilities will be assumed in due course.

The major responsibilities of the Finance Division include the following:

- To ensure that by proper planning, direction, supervision, development of procedures and guidelines, advice and consultation with divisional heads, the administrative and financial activities affecting the Department are carried out in an effective and efficient manner and that services performed are in accordance with the applicable legislative authorities.

- To ensure the proper expenditure of funds as provided in the Annual Estimates.

- To provide advice and consultation to the Executive and the Minister on financial implications of ongoing and new programs to ensure compliance with legislation.

- To coordinate the preparation of the Department's Annual Estimates.

For the year ending March 31, 1989, the total current account expenditure was $193,810,300. Related revenue totalled $81,772,500, which included $80,486,117 received from the Federal Government in connection with various cost-sharing agreements. The following is a Summary of Expenditures by Object of Expenditure:

Salaries	$ 56,872,200
Employee Benefits	22,000
Transportation and Communications	2,911,900
Supplies	1,034,100
Professional Services	1,943,300
Purchased Services	905,800
Property, Furniture & Equipment	204,800
Allowance and Assistance	125,342,800
Grants and Subsidies	4,557,000
Debt Expenses	16,400
*TOTAL EXPENDITURES	$193,810,300

*The amounts shown above may be subject to minor Public Account Adjustments.

CHILD WELFARE

The Child Welfare Program provides a range of services which are designed to support the integrity of the family and to care for and protect children. Where children are in need of care and protection, the Division of Child Welfare is obligated, by law, to intervene on their behalf.

The statutory authorities under which these services are provided are the Child Welfare Act, the Adoption Act and the Children of Unmarried Parents Act. The program areas include Child Protection, Child Care, Family Support Services, Child Paternity and Maintenance Services, Community Facilities and Programs, Adoption Services and Services to Single Parents.

The primary objectives of the Division of Child Welfare are the prevention of neglect, abuse and exploitation of children. In an effort to achieve this objective, all Child Welfare Services and programs focus upon the enhancement of family living and the strengthening of parental abilities to provide suitable child care. The Division recognizes that children should remain with their own families wherever possible. Should it become necessary to remove children from their families, every effort is made to resolve those family problems which caused the separation so that the children can be reunited with their families.

TABLE I

CHILDREN IN CARE DURING THE PAST FIVE YEARS (FOSTER CARE/GROUP HOMES/INSTITUTIONAL CARE)

	1984-85	85-86	86-87	87-88	88-89
Beginning of Year	1,192	1,008	947	893	845
Admitted During Year	662	428	416	429	324
Discharged During Year	846	489	470	477	396
End of Year	1,008	947	893	845	773

TABLE II

PROTECTION CASES DURING PAST FIVE YEARS (CHILDREN AT RISK BUT REMAINING IN OWN HOMES)

	1984-85	85-86	86-87	87-88	88-89
Beginning of Year	844	856	1,031	1,043	1,159
New/Reopened During Year	498	615	557	816	819
Closed During Year	486	440	545	700	671
End of Year	856	1,031	1,043	1,159	1,307

Statistics show a significant change in the area of Children Coming into Care during the past five years (Table I) and the number of children being identified as in need of Protection Services but remaining in their own homes (Table II). This change is indicative of similar changes in most provinces and is a result of a planned approach to provide Family Support Services rather than separate children from their home environment. The approach of dealing with the family as a whole by helping the family resolve its problems is more effective and less costly to society in the long term than removing children from the home. It is a recognized fact that through counselling and the utilization of support services such as homemakers, respite workers and life skills training, families can remain together. However, this approach is time consuming and requires that Social Workers have well established, workable caseloads to provide in-depth counselling and the organization of Family Support Services.

TABLE III

CHILD ABUSE CASES DURING PAST FIVE YEARS

Type of Abuse	84-85	85-86	86-87	87-88	88-89
- Physical	24	44	95	217	307
- Emotional	3	5	17	55	23
- Sexual	73	107	326	438	555
TOTAL	100	156	438	710	885

The area of Child Abuse Cases has grown dramatically in recent years (Table III). While National Statistics suggest that one in three females and one in five males will be sexually abused by the age of twenty-one, Newfoundland is presently underrepresented in reported cases of abuse. The growing number of reported abuse cases over such a short duration presents a number of problems: (1) staff positions to keep pace with the growth in cases, (2) a need for in-depth training of existing staff, (3) a need to plan and implement a "counselling/treatment" program for victims and offenders to assist families to cope with this serious problem.

TABLE IV

ADOPTION/POST ADOPTION SERVICES

	1984-85	86-86	86-87	87-88	88-89
Adoption Services	1,009	1,113	1,174	1,085	1,014
Post Adoption Services	503	653	715	975	844

ADOPTION SERVICES

Table IV relates the activity in the Adoption/Post Adoption Services Caseload. Applications for adoption continue to be received at the rate of thirty to forty per month. There are presently 428 applications on file for infants. Applications for older children are steadily increasing with sixty applications approved for older children and forty-three in various stages of development. During the past year, infant placements averaged six to eight per month while a total of twenty-three older children were placed. More activity is anticipated in the placement of older children due to the shortage of infants available for adoption.

Involvement with the National Adoption Desk, a branch of National Health and Welfare, Ottawa, showed an increase in referrals of older/special needs children. There are presently nineteen children from the province on referral to the National Adoption Desk with fourteen families having received a child through this process.

POST ADOPTION SERVICES

Post Adoption Services are provided by one worker on a provincial basis, and requests are backlogged due to the time frame of researching requests. The White Paper on the Reorganization of Post Adoption Services addresses this most growing and urgent need. On a National and International level, the experience has been that public awareness and opinion is influencing the policy options in the area of adoption disclosure.

TABLE V

FINANCIAL/COUNSELLING SERVICES

	1984-85	85-86	86-87	87-88	88-89
Regular/Special Child Welfare Allowances	1,348	1,328	1,192	1.066	941
Services to Unmarried Mothers	532	514	458	521	453
Family Counselling	1,018	989	1,218	1,147	1,155

The Department of Social Services has a Division of Regional Services with a network of district and regional offices throughout the province. These offices are staffed by qualified social workers with skills which are appropriate for helping families and children with special needs. Such services include counselling and other services designed to support families in developing the necessary skills for appropriate child care and protection. This flexible program, which is available throughout the province, offers services for a wide variety of short and long-term social problems.

FOSTER PARENTS ASSOCIATION

This association continues to grow and to attempt to set up locals throughout the province.

The first Foster Parent Training Course was presented during 1988-89 as a joint effort of the Association and the Department of Social Services. The formation of a liaison committee composed of members of the Provincial Association and the Department of Social Services was also accomplished. The purpose of this committee is to review and work on issues raised by either party which affects the quality of care children receive in foster homes.

Foster Parents Week was an overall success. Training workshops, pot luck dinners and parties for foster parents and children were only some of the activities which occurred.

YOUTH CORRECTIONS

ADMINISTRATION

The administration of the Youth Corrections Program during 1988-89 continued to present a variety of challenges in terms of both the volume and complexity of tasks and related developmental objectives. Efforts commenced in 1987/88 towards revising, clarifying and implementing program standards and policy were continued and efforts at building a more effective foundation for community services, establishing new residential custodial resources and ensuring the administrative efficiency of the program accelerated due to certain key decisions of Government and the Department throughout the fiscal year.

For effective delivery, the Youth Corrections Program relies extensively on a formalized set of standardized policies and procedural directives. During the year, the Division focused considerable personnel resources towards the completion of the Draft Policy Manual for the Division of Youth Corrections (Field Operations). The final "draft" edition of the Policy Manual was completed on March 31, 1989 and consultation with Regional Field Staff is scheduled for early in the 1989-90 fiscal year before the Manual is published in final form.

A considerable amount of resources were also directed towards the review of secure custody practices and procedures and the development of a long term program plan. In recognition of the responsibility of the Department to examine and determine the functioning levels of the two secure custody operations and to introduce any necessary corrective measures to enhance security and programming, the Director of Youth Corrections was temporarily seconded to a special assignment. Primarily, the Director was to examine the current operations of the Pleasantville Youth Centre and translate that operation into a viable, efficient, and acceptable operation. The focal points of this particular review centered on the issue of security and the examination of the feasibility of the Unit Model Concept in the operation of a secure custody facility. In recognition of the immense obstacles associated with the development of the Youth Corrections Program and specifically with the continued focus on the field of secure custody service, the Division of Youth Corrections was temporarily subdivided into the components of Community Corrections and Secure Custody and Remand Services on January 18, 1989. At that time, the Assistant Director of the Division (Mr. Bryan Purcell) was assigned responsibility for the delivery of the provincial Secure Custody Program. The Assistant Director has a direct reporting relationship to the Assistant Deputy Minister.

The effective delivery of the Youth Corrections Program also relies to a significant extent upon the maintenance of positive working relationships with various community and government agencies. Most notable of these is the Department of Justice. During 1988/89, the Youth Corrections Division also maintained a positive relationship with Crown Prosecutors, Adult Corrections Division, Youth Courts, (Provincial Courts), Royal Canadian Mounted Police and the Royal Newfoundland Constabulary. As well, the Division worked very closely with the Department of Public Works and Services, the Newfoundland and Labrador Housing Corporation, the John Howard Society, the Salvation Army Correctional Services, the United Church Council of Social Ministries,

Big Brothers/Big Sisters, the Department of Health (especially the Division of Mental Health), the Department of Education and the Department of Career Development.

The administration of the Youth Corrections Program also continued to entail a significant amount of involvement with the federal government, particularly with various branches of the Federal Department of Justice and with the Canadian Centre for Justice Statistics. This involvement remained at a high level during the year as officials of the Youth Corrections Division continued to be involved in various federal/provincial committees. In addition to ongoing discussions of legal amendments to the Young Offenders Act, renegotiation of the cost-sharing agreement was also a high priority.

COMMUNITY CORRECTIONS

CASELOAD TRENDS

The level of activity in the Youth Corrections (Community Corrections) Program continued to expand as is evidenced by the increase in caseload figures for the year 1988-89. This growth in activity has been sustained by an extensive increase of female offenders referred to the Youth Corrections Division. Although female referrals have increased, statistics are consistent with national trends in that males continue to far outnumber females on the caseload (Table IV). The total admissions to open custody during 1988-89 represented significant increases (Table VI).

Caseload trends have appeared to stabilize with the exception of dispositions of open custody. The increase of this type of disposition has focused considerable attention on the need for ongoing service and administrative development in the Community Residential Services Program.

ALTERNATIVE MEASURES DISPOSITIONAL OPTIONS

The Alternative Measures and Dispositional Options Initiative in this fiscal year entered the final developmental phase. The focus of the project was directed toward the maximization of the community development process and the culmination of project activities.

The number of sanctioned Alternative Measures Programs has increased in the fiscal year from six to eleven. Statistical information pertaining to Alternative Measures Program referrals may be obtained by referring to Table VIII.

During the fiscal year, the Regional Coordinators completed Final Reports in relation to the development of Alternative Measures and Dispositional Options Programs. Although the Provincial Coordinator's position has remained vacant for considerable periods of time, the Division has focused the project activity towards the completion of the final Alternative Measures/Dispositional Options Initiative Report. This report is being compiled in accordance with the Federal-Provincial Agreement in relation to Cost-Sharing and should be finalized early in 1989-90.

A major development during the fiscal year has been the change in duties and responsibilities assigned to the position of the Youth

Corrections Regional Coordinators. In response to the needs of the Regions, the duties of Regional Coordinator were expanded to encompass all components of the Youth Corrections Program. The Coordinators' duties are no longer restricted to the development of the Alternative Measures and Dispositional Options Program; they are now more realistically seen as Regional Youth Corrections Program Coordinators.

With the addition of new Alternative Measures Programs and of associated Community Boards, the role of the volunteer community has been expanding in relation to the provision of community based Youth Corrections Services. The volunteer sector, with the support of Youth Corrections Staff, has developed extensive training programs for both volunteers and youth referred to the community based programs. In the past fiscal year, several jurisdictions have sponsored mediation workshops for program volunteers and designed specific offence related education programs for young offenders.

In addition to the community's role in the Alternative Measures Component of the service delivery package, Community Boards have also made available community placements for young offenders who have been given dispositions of community service by Youth Court (Table VIII).

COMMUNITY CORRECTION SERVICES

The Community Corrections component of the Youth Corrections Program encompasses approximately 93% of all cases within the program. These non-custodial youth corrections services include preparation of court reports, coordinating the completion of other court-ordered reports (i.e.; educational, psychiatric, etc.), probation supervision, counselling, case planning, and case management. Efforts continued during the year to improve service delivery. There was an ongoing process of reevaluating present practices with respect to forms, case management and case planning. Major efforts were also made in the development of new policies and procedures in order to enhance the quality of the Community Corrections Program. The final completion and distribution of the policy manual will see this process concluded for the initial phase. There will be reevaluation of these policies and modification of procedures where need and practice dictates.

COMMUNITY RESIDENTIAL SERVICES (OPEN CUSTODY)

During 1988/89, the Division maintained the developmental plan which focused on the formation of an integrated system of residential services for young persons sentenced to open custody. A central theme of this development is regional self-sufficiency, based on a model promoting a continuum of services reflecting major components which include an assessment/reception centre, one or more family model homes, continuous staffing model group homes and a number of special foster homes with varied capabilities. This model of delivery provides a service scheme which would emphasize (1) initial placement for reception and assessment, (2) individual case plan formulation, (3) long term placement and casework implementation and (4) follow up and evaluation.

As of March 31, 1989, there were approximately eighty-nine open custody placements available in the province. This figure includes fourteen assessment placements, forty-seven group home placements, and

approximately twenty-eight open custody foster home placements.

The major developmental activities which took place during 1988-89 include the following:

(i) In June, 1988, the John Howard Society Group Home in St. John's changed its staffing model from a "live in" houseparent model to a rotating shift staffing model. Although there has been no increase in the facility's resident capacity, the change has enhanced the quality of service being delivered at the facility.

(ii) Unfortunately, initiatives to develop Group Home facilities on the Burin Peninsula and in Nain did not advance as projected during the 1988-89 fiscal year. At present, a draft developmental contract for the Nain Group Home is under review. Site selection remained a major stumbling block for the continued development of a second group home in the Eastern Region.

(iii) Efforts continued toward the planning of a new group home to replace the existing building in Sheshatshiu. By year's end, however, it was clear that the Innu Development Corporation would be unable to secure the funding to proceed with the project. This situation necessitated the reentry of the Newfoundland and Labrador Housing Corporation back into the project.

(iv) During the 1988-89 fiscal year, construction neared completion on the new seven bed Gander Regional Youth Assessment Centre.

(v) Throughout the year, all group homes/assessment centres, with one exception, were visited by building and electrical inspectors from the Department of Health's Welfare Institutions Licensing and Inspection Authority. These inspections were completed to ensure that life and safety standards in the facilities were being met. This represented the first step in having all the facilities formally licensed by the Welfare Institutions Licensing and Inspection Authority.

(vi) One major training initiative for Group Home/Assessment Centre personnel focused on training for facility coordinators. As of March 31, 1989, all coordinators had participated in a three week course in Management Training for lead staff in Residential Care Facilities.

SYSTEMS DEVELOPMENT

The Initiation Phase of the Young Offender System Development Project was completed in June, 1988. The Initiation Phase established the necessary groundwork for entering into a "Work Authorization" with Newfoundland and Labrador Computer Services to complete the System Requirements Definition and System Design Alternatives phases of the Project. The System Requirements Definition Phase, which defines the requirements for the proposed Young Offender Information System, was completed in March, 1989. The general requirements for the proposed system are to (i) capture details of all significant services provided to young offender clients by the Youth Corrections Division, (ii) include a client "Registration" component to register all clients of the Division, (iii) include a "Facilities" component to track all clients and significant events in each Youth Corrections facility, and (iv) provide the reports needed to manage the Youth Corrections program and meet

National and Federal information needs. The System Design Alternative Phase, which evaluates the viable system designs that could be put in place to meet identified requirements, began in March, 1989. Also, work began in March, 1989 on the development of a proposal for a new Contribution Agreement with Justice Canada to construct the proposed Young Offender Information System during 1989-90.

YOUNG OFFENDERS CUSTODY REVIEW BOARD

During 1988-89, significant structural changes were made in the composition of the Young Offenders Custody Review Board. Prior to July, 1988, the Chairperson of the Board was a full time employee, while the members were part-time. Alterations to this member composition, which were sanctioned by the Provincial Cabinet, resulted in a Board restructuring that saw the Chairperson sitting on a part-time basis as opposed to a full-time position. All members, therefore, including the Chair, are now reimbursed for sitting and preparation days for the business of the Board.

In 1988-89, the Board sat for twenty-three days of hearings, maintaining an average schedule of two hearings per month and, in total, ninety reviews were heard.

TABLE I

TOTAL PROVINCIAL CASELOADS FOR YOUTH CORRECTIONS PROGRAM
1988-04-01 - 1989-03-31

	Males	Females	Youths	Adults	Total
April 1, 1988	1778	190	1968	322	2290
April 30, 1988	1737	184	1921	316	2237
May 31, 1988	1704	187	1891	292	2183
June 30, 1988	1732	170	1902	303	2205
July 31, 1988	1649	159	1808	296	2104
August 31, 1988	1592	139	1731	303	2034
September 30,1988	1557	153	1710	314	2024
October 31, 1988	1579	173	1752	323	2075
November 30, 1988	1629	177	1806	347	2153
December 31, 1988	1582	175	1757	358	2115
January 31, 1989	1563	187	1750	372	2122
February 28, 1989	1668	188	1856	426	2282
March 31, 1989	1679	197	1876	418	2294
Percentage Change during year	-5.6%	+3.7%	+4.7%	+29.8%	+0.17%

TABLE II

PRE-DISPOSITION REPORTS COMPLETED
DURING FISCAL YEAR

1986 - 87	1987 - 88	1988 - 89	Percentage Increase
614	523	524	0.2%

TABLE III

COURT REFERRALS TO YOUTH CORRECTIONS PROGRAM DURING 1988-89

	1987-88	1988-89	Percentage Change
Number receiving service, April 1	1879	1968	+4.7%
Number referred during year	2557	2739	+7.1%
Number discharged during year	2506	2831	+12.9%
Number receiving service, March 31	1930	1876	-2.8%

TABLE IV

COURT REFERRALS BY AGE, SEX AND REGION

AGE			SEX			REGION	
12-14	548	(20%)	Males:	2372	(87%)	St. John's -	487
15-16	1186	(43%)	Females:	367	(13%)	Eastern -	410
17+	1005	(37%)				Central -	655
						Western -	826
						Labrador -	361
TOTAL	2739			2739			2739

TABLE V

NUMBER OF YOUNG OFFENDERS ON PROBATION

	1987-88 (MALES/FEMALES)	1988-89 (MALES/FEMALES)	TOTAL
Number on Probation as of April 1	1197/134	1236/130	1366
Placed on Probation during year	1289/153	1170/161	1331
Discharged during year	1233/156	1279/174	1453
Number on Probation as of March 31	1253/131	1127/117	1244
Percentage change during year	+4.8%/-2%	-8.9%/-10%	-9%

TABLE VI

NUMBER OF YOUTHS COMMITTED TO DISPOSITIONS OF OPEN CUSTODY BY REGION, AGE, SEX, DISPOSITION LENGTH

REGION	MALES	FEMALES	TOTAL
St. John's	38	2	40
Eastern	15	0	15
Central	21	4	25
Western	85	4	89
Labrador	32	22	54
TOTAL	191	32	223
Percentage Increase During Year	74%	190%	85%
Average Age	16.2	15.8	
Percentage Change	+3%	-3%	
Average Sentence	7.6 months	5.0 months	
Percentage Change	+18.0%	-19.0%	

TABLE VII

COMMUNITY SERVICE ORDER REFERRALS

APRIL 1, 1988 - MARCH 31, 1989

MONTH	MALES	FEMALES	TOTAL
April	19	1	20
May	65	7	72
June	43	3	46
July	16	1	17
August	29	5	34
September	28	6	34
October	46	3	49
November	37	5	42
December	26	2	28
January	32	5	37
February	72	3	75
March	48	6	54
Total	461	47	508

TABLE VIII

ALTERNATIVE MEASURES PROGRAM REFERRALS

APRIL 1, 1988 - MARCH 31, 1989

	MALES	FEMALES	TOTAL
St. John's	460	144	604
Bay Roberts	-	-	-
Clarenville	-	-	-
Gander	12	-	12
Grand Falls	58	20	78
Corner Brook	67	26	93
Port Saunders	22	7	29
Stephenville	49	11	60
Labrador West	36	11	47
Nain	-	-	-
Happy Valley	5	3	8
Total	709	222	931

TABLE IX

ADULT PROBATION AND PAROLE CASES SERVICED DURING 1988-89

	PAROLEES	PROBATIONERS
Number as of April 1, 1988	5	302
Number referred during year	12	391
Number terminated during year	10	293
Number as of March 31, 1989	7	400
Percentage Increase	40%	32.4%
Number of Community Assessments Completed	27 (-3.7%)	
Number of Pre-Sentence Reports Completed		73 (+35.2%)

SECURE CUSTODY AND REMAND SERVICES

Administration

The administration of the secure custody and remand program during 1988-89 continued to present a variety of challenges in terms of the volume and complexity of program development issues. During the year intensive efforts were directed at facility planning and construction, staff development, and program development.

At the forefront of the department's facility development process for secure custody during the year was the announcement by Government of the location and design concept of a new ninety bed provincial Secure Custody facility. The first phase of the new facility, which includes the central administrative, service, and program areas, as well as living capacity for thirty residents, will be built at Whitbourne at a cost of $8.09 million. A site preparation contract was let during the summer of 1988, and site preparation is expected to be completed by June of 1989. Design work on the facility was completed during the year and the final design has been submitted for approval. It is anticipated that tenders for the first phase of construction will be called for early in 1989-90.

It was also necessary during the year to focus a great deal of attention on the operation of the secure custody and remand system in the interim period pending construction of the new facility. In particular, high priority had to be given to a replacement for the Pleasantville Youth Centre, which had been seriously damaged by fire in December, 1986. A decision was made during the summer of 1988 to renovate Building 43 at the former School for the Deaf (old Torbay Airport) at a cost of $510,000 to make it usable as an interim secure custody facility. These renovations were completed by December, 1988, and the secure custody portion of the Pleasantville operation moved into this building, now called the St. John's Youth Centre. Building 43 was organized on a "living unit" model,

which is consistent with the separate cottage concept planned for the new provincial secure custody facility. Some of the program planning and design for this interim facility will therefore be transferable to the new provincial facility.

Considerable efforts were made during the year to identify ongoing and changing staff development needs and to commence a long-term staff development plan. The Youth Corrections Division, with assistance from the Human Resources Division, had an in-depth training needs assessment for secure custody and remand carried out by an external consultant. The recommendations of this report were reviewed and assessed, and formal planning began towards the implementation of a long-term training plan.

Enhancing the effectiveness of the academic departments of both secure custody facilities was the subject of some review during 1988-89. The Department of Social Services and the Department of Education jointly carried out research in this area and a report on this subject was completed early in the year. The contents of this report were actively reviewed by both the Department of Social Services and Department of Education, with a view to making recommendations.

The need for additional professional staff in the secure custody and remand system was identified and, in November, 1988, Government approved one nurse position for each of the Youth Centres, as well as a new social worker position to be dedicated to the St. John's Remand Centre. This new social worker was hired almost immediately, and the nurse positions are expected to be filled early in 1989-90.

ST. JOHN'S YOUTH CENTRE

The move of the secure custody component of the former Pleasantville Youth Centre to Building 43, Torbay in December of 1988 presented numerous challenges in terms of operationalizing new programs and administering a split operation.

The newly renovated facility at Torbay is a much larger building than the old Pleasantville building and provides opportunities for a much more effective program for residents in terms of meeting their needs for safety, security and opportunities for self-development. Renovations to the facility included the construction of a security fence around the perimeter of the grounds, and the organization of the interior space into five living units, each with a separate classroom, lounge, bedrooms and washroom/laundry space. The building has been fitted with electronically operated locked doors which open automatically in case of fire. The building has a very spacious and well-equipped kitchen, ample storage and office facilities, an admission and discharge unit and a secure isolation unit. Sufficient indoor recreation space was not available; however, plans were formalized to develop improved outdoor recreation space within the grounds and to utilize nearby resources such as the Torbay Recreation Centre and the gym at the new School for the Deaf where appropriate.

The use of separate living units made it possible to break down the resident population into smaller groups. This change was significant in

that it created an environment where Youth Care Staff were not only able to provide closer supervision of residents, but also had the opportunity to engage in more intensive interactions and communications with them.

During the winter and spring of 1989, a number of other significant program changes were implemented. One very significant development was the introduction of a revised case planning process whereby an Individualized Plan Of Care is developed for each resident admitted. These plans focus on the needs of each resident in terms of his/her physical, emotional, social, intellectual, educational and spiritual functioning, as well as the resident's need for supervision and control. The multidisciplinary Case Management Committee met weekly and began to involve more resource people from outside the facility, including parents, community social workers, psychiatrists, educators and lawyers.

A greater focus was placed on ensuring the involvement of the resident in the plan, as well as involving front line staff. Once needs had been identified and priorized the Committee, together with the resident, set goals and developed strategies for implementation and follow-up. While, as of the year's end, this process is still very much in the initial implementation stage, it appears to have already resulted in positive payoffs for both the residents, who are achieving to a greater extent, and for staff and significant others, who have gained a clearer understanding of the program plan and therefore are in a better position to implement and/or support it.

Another significant development has been the establishment of comprehensive policies on the management and control of aggressive behaviour. This policy has enhanced efforts to reduce the use of locked isolation as a means to control aggressive or violent behaviour. While residents may now be subject to periods of varying lengths of unlocked separation from peers, based on the nature and seriousness of misconduct, the use of locked isolation in both the secure custody and remand program has been limited to the time that the resident actually demonstrates lack of self-control in the form of violent behaviour. Normally this time period has not exceeded 1/2 hour to 1 hour.

The new procedures have focused on the use of other means, including verbal interventions, counselling, loss of privileges, etc. as alternatives to such restrictive measures as separation and locked isolation. When locked isolation has been used, staff have been instructed to ensure that residents accept responsibility for their behaviour and commit themselves to more acceptable methods of dealing with stress, before they are allowed to return to their living unit. These measures have significantly decreased the degree to which staff have relied on locked isolation as a means of behaviourial control.

Another significant development during the year was the establishment of an Admission and Discharge Unit. Two additional staff positions were approved to ensure adequate supervision and control of entry to and exit from the building through this unit. The staff of this unit also provide extra supervision and back-up support to all living units.

The Academic staff continued to provide a flexible, yet comprehen-

sive, educational program for residents, again based on individual need. The program included academic assessments, regular senior high school and elementary credit courses, special education, basic literacy training, life skills, work experience, basic skill training development and physical education. Extensive use was made of community resources such as Memorial University staff for academic assessments, the Avalon Community College for academic and vocational courses and the Avalon Consolidated School Board for equipment, films and supplies, etc.

In ensuring that resident's mental and physical health needs were met, the St. John's Youth Centre continued to avail of the services of such resources as the Thomas Anderson Centre, the Waterford Hospital, the Janeway Hospital and the Alcohol and Drug Dependency Commission.

Various volunteer groups, such as the Knights of Columbus, the Salvation Army Cadets, the St. James United Church Young Adult Group, as well as a newly formed Pastoral Care Committee, contributed to the social and spiritual well-being of residents.

REMAND CENTRE

The physical separation of the Remand Centre from the Secure Custody operation, when the latter moved to Building 43 in December, resulted in the need for an increased degree of operational self-sufficiency in the remand program which continued to be located at Building 1045, Pleasantville. As a result two new Cook positions and one Domestic position were created. Extensive planning was undertaken to improve the existing facility at Building 1045 and at establishing a low-security remand unit at Building 43, Torbay. A Social Worker position for the remand service was approved in January of 1988. Significant improvements were made to the furnishings and equipment in the Centre.

The use of routine locked isolation was severely restricted in November of 1988, and further restricted as a means of behaviourial control in January of 1989. This change resulted in a different, more interactional, approach by Youth Care Staff to manage residents' behaviour and required a great deal of adjustment. In addition, during the latter part of the year, a number of low-risk remand cases were transferred to the secure custody units at Building 43, Torbay in order to limit the number of residents at Building 1045.

The Social Worker, Teacher and Youth Care Staff at the Remand Centre continued to provide a structured program involving education, recreational activities, crafts, and volunteer programs. Educational assessments and individualized academic instruction continued to be provided to residents.

As of the end of the year, both the secure custody and remand components of the St. John's Youth Centre continued to undergo significant change as programs were developed and improved.

Whitbourne Youth Centre

The year 1988/89 at the Whitbourne Youth Centre saw a continuation of most major program activities with new developments in some areas.

During the summer of 1988, funding was made available to extend employment of one of the Industrial Arts Instructors to continue the woodworking activity. This provided a program of valuable activity to ten residents throughout the summer. One of the projects completed was a boathouse to store canoes and other supplies. Residents also continued to work on the greenhouse project; more tomatoes, corn, and cucumbers were grown and work on a new, larger, greenhouse progressed to the point where it can be put in operation during the summer of 1989.

The Academic Department had another successful year. Four students progressed to a point where they were able to continue their studies at post-secondary community colleges after release, and one student completed the Basic Training in Skill Development program and received his certificate from the Avalon Community College. During the year the teaching staff developed a Life Skills program suitable for all residents. This is now in the initial stages of implementation. The goal is to offer Life Skills training to all residents during the 1989-90 school year.

Staff development continued to be a focus of concern during the past year. Staff participated enthusiastically in a training needs assessment conducted by a contracted consultant and were looking forward to the beginning of a number of training programs during 1989-90.

Training initiatives during the past year included training in Communication Skills, Drug Education, and Assessment of Drug Problems for all of the Youth Care and Teaching Staff. This training was provided by the Alcohol and Drug Dependency Commission in four two-day sessions between September, 1988 and February, 1989.

The Program Supervisor conducted in-service training with all Youth Care Supervisors on the use of the Behaviour Evaluation System. This prepared the Youth Care Supervisors to hold similar sessions with Youth Care Workers.

TABLE I

YOUNG PERSONS COMMITTED TO SECURE CUSTODY AT THE WHITBOURNE YOUTH CENTRE DURING 1988-89 BY REGION AND SEX

REGION	MALES	FEMALES	TOTAL
St. John's	35	-	35
Eastern	12	-	12
Central	23	-	23
Western	14	-	14
Labrador	2	-	2

Total admissions: 86
Percentage Change: +34%

TABLE II

YOUNG PERSONS COMMITTED TO SECURE CUSTODY AT THE ST. JOHN'S YOUTH CENTRE (PLEASANTVILLE YOUTH CENTRE) DURING 1988-89, BY REGION AND SEX

REGION	MALES	FEMALES	TOTAL
St. John's	12	2	14
Eastern	3	-	3
Central	5	-	5
Western	13	1	14
Labrador	12	8	20

Total Admissions: 56
Percentage Change: -8%

Table III

AVERAGE AGE AND SENTENCE LENGTH UPON ADMISSION TO SECURE CUSTODY

FACILITY	AVERAGE AGE	AVERAGE SENTENCE
Whitbourne Youth Centre	16.0 yrs.	6.0 months
St. John's Youth Centre	16.5 yrs.	3.3 months
Total	16.25 yrs.	4.65 months
Percentage Change from 1987-88	-2%	+22%

TABLE IV

AVERAGE DAILY COUNT AND RANGE OF DAILY COUNT BY FACILITY

FACILITY	AVERAGE DAILY COUNT	HIGH	LOW
Whitbourne Youth Centre	24.9	33	18
St. John's Youth Centre	19.0	28	11

TABLE V

YOUNG PERSONS REMANDED AT PLEASANTVILLE REMAND CENTRE DURING 1988-89

Total Remanded:

MALES	FEMALES	TOTAL	PERCENTAGE CHANGE FROM 1987-88
272	32	304	+71%

Average Period of Remand (Days):

MALES	FEMALES	TOTAL	PERCENTAGE CHANGE FROM 1987-88
7.1	4.3	6.8	-10%

NOTE: The above totals and periods include short-term police holding, and also record each new Remand Order as a new admission. Therefore, a young person who was subject to more than one successive Remand Order would be counted as a new admission each time.

DAY CARE AND HOMEMAKER SERVICES

The Day Care and Homemaker Services Division is mandated under the Day Care and Homemaker Services Act, 1975 and the Day Care and Homemaker Services Regulations, 1982 to regulate, inspect and supervise group Day Care Centres and Homemaker Service agencies in this province. The Division sees its responsibilities as threefold:

1) To safeguard and protect the consumers of these services through the provision of minimum standards with respect to health, safety and programming.

2) To assist with the development of these services through the provision of advisory, consultative and financial resources.

3) To enable the utilization of these services by certain income groups through the provision of fee subsidization.

The licensing function of the Division rests with the Day Care and Homemaker Services Licensing Board chaired by the Director of Day Care and Homemaker Services.

During this fiscal year, a total of nineteen new Day Care Centres were licensed. This brings the total number of child care spaces in the province to 2899, an increase of 648 spaces over the previous fiscal year.

The National Child Care Strategy announcement by the Federal Government during the year generated increasing awareness and interest in the Day Care Program in the province. Consequently, there was an increase in the number of persons interested in pursuing the establishment of a day care centre. In addition, there has been a noticeable growth in the area of after school child care services which has resulted in seven new programs (239 spaces) of this nature being licensed in 1988-89.

The Department of Social Services continues to make available an annual Learning Materials and Equipment Grant to all licensed full day child care services. In addition, start up grants in the amount of $1,000 are also made available to newly licensed centres.

Both grants are intended to assist centres with costs involved in meeting the licensing standards of the Day Care and Homemaker Services Act, 1975.

The Day Care Subsidy Program continues to be available to assist eligible families and, during this fiscal year, a total of 1600 families were assisted through this program.

The Early Childhood Training Centre operated under the auspices of the Community Services Council continued to make available part-time evening courses to staff of licensed Day care Centres in the St. John's and surrounding vicinity. The Department of Social Services assisted with the salary costs of the co-ordinator position for the part-time program through the contribution of a $15,000 grant.

The Division was represented on various committees in relation to training programs in early childhood education. Training institutions which intend to offer this program of study must meet the requirements as outlined in the guidelines for developing an Early Childhood Training Proposal and Program drafted by the Interdepartmental/Interagency Committee on Early Childhood Training. The Training Coordinator represents the Department of Social Services on a joint committee with the Department of Education and the Department of Career Development and Advanced studies to ensure that these guidelines are met.

New training programs which began in the fall of 1988 are a two-year diploma in Early Childhood Education at Fisher Institute of Applied Arts and Technology, Corner Brook, and one year certificate programs at Newfoundland Career Academy located in Corner Brook and St. John's. Existing programs prior to 1988 are the two year diploma program at Cabot institute of Applied Arts and Technology,St. John's, and the one year certificate program at the Early Childhood Training Centre, Community Services Council, St. John's. The latter program is presently the only one which offers training on a part-time, evening basis.

The Division has also been represented on a committee at the Cabot Institute which is developing a joint proposal to apply for funding under Health and Welfare Canada, Child Care Initiatives Fund. Funding is being requested with two main goals in mind. The Cabot Institute aims to develop their program into a competency-based format. An assessment procedure will enable people with some training and experience to apply for credit towards the two-year diploma and then proceed to study on a part-time basis towards completion of the program.

The Department's aims under this proposal would be to develop a certification process under which all employees of day care and preschool centres will become certified at various levels. The designated levels will take into account academic training and experience.

In October, 1988, two representatives from Health and Welfare Canada were accompanied on a trip to Labrador to promote the Child Care Initiatives Fund, a component of the National Child Care Strategy. Meetings were arranged with various community groups in Nain, Davis Inlet,Sheshashit, Northwest River, Hopedale and Goose Bay. Information on how to access the fund was provided and it was determined that some communities would carry out a needs assessment to explore the various possibilities for child care services.

During the fiscal year, the Department was represented on the steering and planning committee for the joint conference sponsored by the YM-YWCA and the Canadian Association for Young Children. The Conference was held March 3 - 5 at Littledale and included a guided tour of child care centres, a banquet and a series of workshops. Speakers came from across Canada and covered program ideas, administration concerns and federal government funding. Over one hundred people attended and it was deemed quite a success. The Division's Early Childhood Consultant is Newfoundland's representative on the Board of Directors of the Canadian Child Day Care Federation, which is a national forum of information exchange and services for Canadian day care organizations and interested others. The Federation is planning a national conference in Winnipeg from April 5th. to 9th. where delegates, mainly from across Canada, but also from the United States, Europe and Australia, will gather. It is an opportunity for staff of the Department, day care centres and anyone

working in the field of early childhood education to attend seminars aimed at every aspect of child care.

In October 1988, a workshop on Family Day Care organized by the Corner Brook Child Care Citizen's Action Committee took place in Corner Brook. This workshop was attended by Day Care Program staff of the Department including Divisional representation.

Following this report are tables with respect to the growth and development of day care centres, the overall financial expenditures of the program, statistical data relating to the Day Care Subsidy Program and the Annual Report pertaining to the Day Care and Homemaker Services Licensing Board.

The statistical information relating to the subsidization of children enrolled in the Daybreak Parent/Child Centre operating in St. John's is contained in the annual report prepared by the Daybreak Parent/Child Centre for 1988-89 and is available from Daybreak upon request.

TABLE I

STATISTICS ON NUMBER OF LICENSED DAY CARE CENTRES

YEAR	NO. OF LICENSED CENTRES	NO. OF LICENSED SPACES FULL TIME	NO. OF LICENSED SPACES PART TIME	TOTAL NO. OF LICENSED SPACES
1975-76	-	-	-	-
1976-77	31	-	-	-
1977-78	30	-	-	710
1978-79	35	-	-	937
1979-80	36	491	325	816
1980-81	31	493	319	812
1981-82	36	533	341	874
1982-83	47	635	325	960
1983-84	48	769	418	1187
1984-85	53	804	549	1353
1985-86	60	922	522	1444
1986-87	72	1253	551	1804
1987-88	90	1640	611	2251
1988-89	109	1863	1036	2899

TABLE II

PROVINCIAL FINANCIAL EXPENDITURES ON DAY CARE SERVICES IN NEWFOUNDLAND
1976-77 TO 1988-89

YEAR	GRANTS	TRAINING	SUBSIDIES PAID UNDER INCOME TEST	SUBSIDIES PAID UNDER SOCIAL ASSIST.	ADMINISTRATION	TOTAL	% INCREASE	FEDERAL REVENUES (C.A.P.)*	% REVENUE/EXPENDITURE
1976-77	-	-	$135,000	-	$ 4,000	$ 139,000	-	$ 70,000	50%
1977-78	-	-	150,100	-	11,000	161,100	16%	80,000	50%
1978-79	-	-	163,500	-	15,000	178,500	10%	89,500	50%
1979-80	-	-	219,800	-	50,600	270,400	51%	135,000	50%
1980-81	$ 5,000	$10,000	136,300	-	67,000	218,300	(19%)	106,000	49%
1981-82	5,000	10,700	172,600	$ 152,433	73,000	413,700	89%	206,200	50%
1982-83	7,500	22,714	195,000	200,000	76,700	501,900	21%	269,400	47%
1983-84	7,500	22,100	215,201	250,000	80,500	575,300	15%	291,000	50%
1984-85	23,000	23,700	292,700	276,019	84,600	700,000	22%	327,700	47%
1985-86	44,600	46,000	418,837	494,470	104,400	1,108,300	58%	414,300	37%
1986-87	75,400	38,300	433,300	866,300	116,900	1,530,200	38%	595,150	39%
1987-88	92,200	21,000	550,900	1,407,400	137,000	2,208,500	44%	899,200	40%
1988-89	87,900	30,700	431,100**	1,492,400**	221,800	2,263,900	3%	880,500	39%

* Canada Assistance Plan revenues were over-estimated in the period 80/81 to 84/85. Adjustments are now in process to reduce the revenues.

** Calculations omit day care subsidy payments related to the Special Child Welfare Allowance Program and the Foster Care Program which were in 1988-89:

Foster Children	$76,095
Special Child Welfare Allowance (Mental Retardation)	54,099
Special Child Welfare Allowance (Child Welfare)	17,646

Table III

DAY CARE SUBSIDY PROGRAM

REASON FOR SUBSIDY	FAMILY TYPE	APRIL 1, 1988	NEW/ REOPENED	CLOSED	MARCH 1989
Employment	1 parent	153	192	193	152
	2 parent	10	2	9	3
Upgrading/Training	1 parent	45	42	47	40
	2 parent	5	2	6	1
University	1 parent	37	29	26	40
	2 parent	0	1	1	0
Disability of Parent	1 parent	8	12	12	8
	2 parent	1	5	4	2
TOTALS - Child Care		259	285	298	246
Enrichment/Social Assistance	1 parent	176	153	169	160
	2 parent	103	96	117	82
Enrichment/Child Protection	1 parent	56	114	80	90
	2 parent	54	78	75	57
	WARD-DCW	11	21	17	15
Developmental Delay	1 parent	17	31	28	20
	2 parent	50	28	39	39
	WARD-DCW	13	10	10	13
Physical Disability	1 parent	2	4	3	3
	2 parent	6	2	5	3
	WARD-DCW	0	2	0	2
Other	1 parent	1	12	3	10
	2 parent	9	5	9	5
	WARD-DCW	0	2	0	2
TOTALS - Child Development		498	558	555	501
COMBINED TOTALS		757	843	853	747

DAY CARE AND HOMEMAKER SERVICES LICENSING BOARD

The Day Care and Homemakers Services Licensing Board, appointed by the Lieutenant-Governor In Council, is chaired by the Director of Day Care and Homemaker Services. Other Board members include the Director of Child Welfare, vice-chair, a representative from the Department of Health, a representative from the Department of Education as well as three members at large.

The licensing Board meets regularly to consider applications for Day Care and Homemaker Services licenses, to consider applications for renewal of licenses, to consider cancellation/suspension of a license to operate and to make decisions regarding certification of persons employed in day care centers and homemaker service agencies who comply with the standards prescribed in the Day Care and Homemaker Service Regulations, 1982.

In this past fiscal year, the Board approved a total of nineteen new applications for a license to operate a Day Care Centre and two new applications for a license to operate a Homemaker Services Agency. The Board, in addition, issued renewal licenses for forty-three Day Care Centres and two Homemaker Service Agencies, as licensing is required on an annual basis. There were no cancellations or suspensions of licenses and none revoked.

Appointment to the Board is for a three year term. During this fiscal year, the term of the Board members expired and a new Board membership will be required.

HOMEMAKER SERVICES PROGRAM

The Division of Day Care and Homemaker Services carries two responsibilities with respect to Homemaker Services. One involves the licensing and supervision of Homemaker agencies operating independently in the community. The second involves responsibility for the overall management of a Teaching Homemaker Program within the Department of Social Services. This program is a specialized program intended to serve the needs of children and families who come to the attention of the Department of Social Services.

The Department employs nineteen Teaching Homemakers and, in addition, two Homemakers were employed during the fiscal year to March 31, 1989 to serve the Harbour Breton and Glovertown districts.

The role of the Teaching Homemakers is to work with families in their own homes assisting with the development of more appropriate parenting skills and, where necessary, specific household management skills. A total of 416 families were served by this program during the fiscal year supporting children and families within the home environment, thus avoiding the trauma of separation and alternative care. Table IV provides information on the type of cases served.

In carrying out the licensing responsibility of the Division, two new Homemaker Service Agencies were licensed in this fiscal year. This brings to eleven the number of Homemaker Home support agencies operating in the province and licensed through the Division.

The Newfoundland and Labrador Homemaker and Homemaker Services Association held its annual conference in Gander from June 17 - 18. Teaching Homemaker staff were in attendance along with social workers and management personnel of the Department. This association is a member of the Canadian Council on Homemaker Services which is the professional body of Homemaker Services in Canada. Apart from providing homemakers with the opportunity to meet and exchange ideas, the Association is also a focal point for discussion around policy development in this area.

The Canadian Council held its fifth annual conference in Halifax, Nova Scotia from September 22 - 25. The conference offered numerous workshops to participants and was well attended. The Department sponsored three staff including one Teaching Homemaker. The theme of the conference...Home Support Service - Coming of Age.

The week of October 16 - 22 was designed as Homemaker Home Support Week across Canada. Department staff assisted on the planning committee of the Newfoundland and Labrador Homemaker and Homemaker Services Association in coordinating some of the events occurring during the week. These included a proclamation signing by the Premier and a booth display at the Confederation Building to promote awareness of Homemaker Home Support Services and issues.

A liaison committee between the Department and the Newfoundland and Labrador Homemaker and Homemaker Services Association was reactivated during this fiscal year. This committee is comprised of representatives from the Departments of Health and Social Services, a consumer representative, Newfoundland's representative on the Canadian Council on Homemaker Services as well as a homemaker service agency representative.

The general purpose of this committee is to meet informally to raise/discuss issues of concern and to put forth recommendations. The committee meets on a quarterly basis.

TABLE IV

PROVINCIAL CASELOAD REPORT - TEACHING HOMEMAKER PROGRAM

REASON FOR HOMEMAKER SERVICE	APRIL 1, 1988	NEW AND REOPENED	CLOSED	MARCH 31, 1989
Hospitalization of mother	0	2	2	0
Sickness or convalescence of parent at home	2	3	0	5
Death or desertion or absence of parent(s)	0	0	0	0
Care for disabled, chronically ill or aged person(s)	20	17	23	14
Mismanagement of household and/or finances	45	26	29	42
Inadequate child care practices	72	63	53	82
Supportive Services	59	78	60	77
Other	6	23	23	6
TOTALS	204	212	190	226

SOCIAL ASSISTANCE APPEAL BOARD

The duties of the Social Assistance Appeal Board are to render decisions on behalf of applicants for, and recipients of, Social Assistance who are aggrieved by decisions of an Administrative Review Committee, Regional Director or the Director of Social Assistance.

The Social Assistance Appeal Board is comprised of three members who are not employees of the Government of the Province of Newfoundland and Labrador. Each member is appointed by the Lieutenant-Governor in Council. Appointment is for a three year period and members are eligible for reappointment.

The present members are Mr. A.E. Mifflin, Chairman, Mrs. Ida Reid, Member, and Mrs. Brenda Murrin, Member.

Thirty-nine hearings involving 175 appeals were conducted during the year under review of which seven were held in the St. John's Region, ten in the Eastern Region, twelve in the Central Region and ten in the Western Region. No appeals were heard in the Labrador Region.

The table on the following page shows the distribution of appeals by month and by Region and decisions rendered for the 1988-89 fiscal year.

DISTRIBUTION OF APPEALS AND DECISIONS BY MONTH AND BY REGION

MONTH	ST. JOHN'S REGION	DECISION		EASTERN REGION	DECISION		CENTRAL REGION	DECISION		WESTERN REGION	DECISION		PROVINCIAL TOTALS
		UP-HELD	OVER-TURNED		UP-HELD	OVER-TURNED		UP-HELD	OVER-TURNED		UP-HELD	OVER-TURNED	
APRIL	6	6	0	0	0	0	7	5	2	7	5	2	20
MAY	5	5	0	3	2	1	4	4	0	2	2	0	14
JUNE	3	1	2	0	0	0	1	0	1	4	2	2	8
JULY	2	1	1	2	0	2	5	3	2	1	0	1	10
AUGUST	3	2	1	5	4	1	5	3	2	0	0	0	13
SEPTEMBER	4	0	4	1	1	0	4	1	3	3	2	1	12
OCTOBER	4	2	2	4	3	1	7	7	0	5	5	0	20
NOVEMBER	3	0	3	6	4	2	5	2	3	7	6	1	21
DECEMBER	3	1	2	7	5	2	5	4	1	3	1	2	18
JANUARY	6	4	2	2	2	0	3	3	0	1	1	0	12
FEBRUARY	1	1	0	3	3	0	3	2	1	3	2	1	10
MARCH	6	4	2	0	0	0	2	2	0	8	3	5	16
TOTALS	46	27	19	33	24	9	51	36	15	44	29	15	174

INTERNAL AUDIT

During the 1988/89 fiscal year, the number of staff in the Division increased from five to ten with the addition of four Department Audit Officers (temporary) and one secretary (temporary). At the end of the fiscal year, the staff complement for the Division consisted of the Manager, six Departmental Audit Officers, two Assistant Auditors (Co-op Business Students) and a secretary.

It is the responsibility of the Internal Audit Division, under the direction of the Manager, to perform Internal Social Services Audits to achieve the following objectives:

1. To ensure that the various Department Programs, specifically Social Assistance, Child Welfare, Employment Opportunities, Mental Retardation, Day Care and Homemaker Services, and Youth Corrections, are being administered in accordance with Department Policy and Procedure, relevant Acts and Regulations, and accepted accounting practices and techniques.

2. To ensure that proper accounting practices and techniques are used to adequately account for Departmental assets and expenditures.

3. To ensure that adequate accounting/management systems are in place so as to provide management with accurate and reliable information.

4. To determine that funds provided to the Department are being utilized in accordance with the approved budget activities and that the funds are being used in an efficient and effective manner.

5. To analyze Audit findings and recommend, where necessary, improved methods and concepts for the improvement of various phases of Department operations.

During 1988-89, there were a total of fourteen audits and three systems reviews completed by the Division. The fourteen Audits consisted of seven District Office Audits, five special reviews and two Headquarters Audits. The systems reviews were completed in the Program areas of Child Welfare, Social Assistance and Employment Opportunities.

Given the increase in the staff complement of the Internal Audit Division, it is planned to broaden the mandate of the Division to include financial systems and program and expenditure reviews on a more regular basis. It is also the aim of the Division to complete District Office Audits on a more regular basis than in the past. It should also be noted that the Internal Audit Division is a resource Division of the Department and, as a result, is available upon request to perform Audit related assignments for any branch of the Department.

PLANNING AND RESEARCH

The office of Planning and Research was created in June 1973, primarily to assist Senior Headquarters staff in their planning activities and to provide the Department with a research and analysis capability.

The major activities in the area of Planning and Research are outlined as follows:

- Coordinates and participates in the compilation of multi-item Briefing Books/material pertaining to Federal-Provincial and Inter-Provincial meetings of Ministers and Deputy Ministers. Conducts research and analysis associated with these meetings.

- Works on Federal-Provincial and Inter-Provincial Task Forces, study groups and projects - e.g.,
  1. Inter-Provincial Support Committee to the Conference of Deputy Ministers.
  2. Federal-Provincial Continuing Committee of officials.
  3. Liaison for sharing of Policy Research.

- Initiates and/or responds to the need to conduct research, analysis or study into relevant program/policy issues in collaboration with other departmental divisions - e.g.,
  1. Conducted an evaluation of policy/expenditures-/procedures with respect to day care services and day care transportation services, including specific reference to the relationship with Social Assistance.
  2. Study into the feasibility of a regular newsletter or Bulletin publication for the Department.

- This office represented the Department firstly on the Hibernia Construction Sites Environmental Management Committee (HCSEMC) and subsequently on the technical Sub-Committee which reported to HCSEMC. The Planning and Research office also provided administrative support, advice, and input to the Needs Assessment relevant to the Impact of Oil Development on Social Services in Newfoundland and Labrador, conducted by a private contractor.

- The Evaluation of the Employment Enhancement Program continued in 1988-89 with a report due in early summer 1989. Also provided administration and direction to the evaluation of the impact of Community Development projects on participating clients.

- The office of Planning and Research participated on, and provided direction to, a number of Departmental Research Committees, as well as a number of Inter-

departmental planning and research committees.

- Collected, analyzed and organized information at the request of members of the Department's executive and other staff of the Department.

- Responded to requests from other government departments, universities, private and voluntary agencies, and the community for information, analyses and advice. Financial support is provided to, and liaison is maintained with Social Planning Councils.

- Responsibility for the completion of the Annual Report of the Department.

ENQUIRIES

The responsibility for providing information to any enquirers who write, visit or telephone the Headquarters Division of the Department of Social Services rests with the Director of Enquiries. The services of this Division are widely used by recipients of services from this Department and third party enquirers. This Division is used on a regular basis by elected Members of the House of Assembly and the House of Commons as the constituents of the elected Members may call upon them to investigate a concern they may have regarding the amount of Social Assistance they receive or if they feel they have been unfairly treated by this Department. Problems are resolved in the Enquiries Division by providing information pertaining to policy or by explaining the action that has been, or will be, taken by the Department.

The following table represents the volume and the type of work performed in the Division during the fiscal year April 1, 1988, to March 31, 1989, as compared to the previous fiscal year.

TABLE I

	CORRESPONDENCE		TELEPHONE		INTERVIEWS		TOTAL ACTION	
	87/88	88/89	87/88	88/89	87/88	88/89	87/88	88/89
April	58	54	182	157	9	16	249	227
May	22	72	153	135	15	24	190	231
June	67	77	160	173	29	13	256	263
July	105	145	128	136	14	3	247	284
August	49	59	116	144	17	14	182	217
September	53	85	165	178	24	20	242	283
October	126	40	119	151	27	16	272	207
November	47	140	93	186	8	13	148	339
December	109	82	94	105	1	10	204	197
January	133	109	120	131	2	8	255	248
February	133	62	129	144	6	10	268	216
March	108	30	168	170	6	21	282	221
TOTALS	1010	955	1627	1810	158	168	2795	2933